



Department for Transport Corporate Report (including the agencies)

Returns : 9,959

Response rate : 72%

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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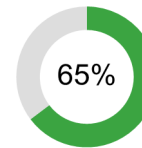
The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

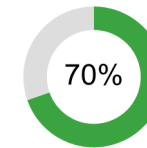
	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
Leadership and managing change		43%	+7	-1	-10
My work		69%	+4	-6	-9
My manager		69%	+3	0	-2
Pay and benefits		34%	+4	+3	-4
Resources and workload		75%	+4	+1	-2
Learning and development		52%	+5	+2	-3
Organisational objectives and purpose		78%	+5	-4	-9
My team		79%	+1	-1	-5
Inclusion and fair treatment		74%	+5	-2	-6

Wellbeing

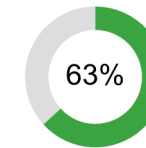
% responding positively (Answering 7,8, 9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)



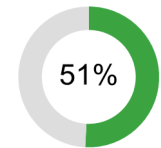
W01. Overall, how satisfied are you with your life nowadays?



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



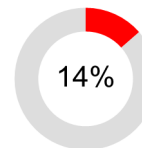
W03. Overall, how happy did you feel yesterday?



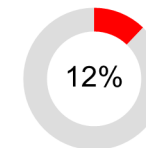
W04. Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding Yes

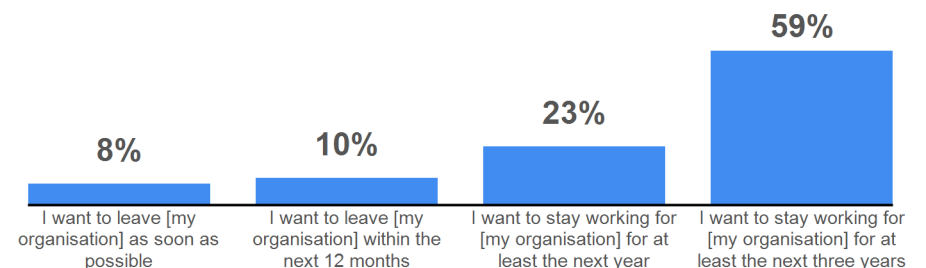


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



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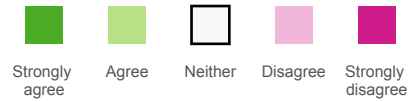
My work

69% +4

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B01 I am interested in my work	38	49	8	1	4	87%	+3 ◆	-3 ◆	-5 ◆
B02 I am sufficiently challenged by my work	30	46	12	9	3	76%	+3 ◆	-4 ◆	-6 ◆
B03 My work gives me a sense of personal accomplishment	25	46	15	9	5	72%	+4 ◆	-3 ◆	-7 ◆
B04 I feel involved in the decisions that affect my work	14	36	20	18	12	50%	+5 ◆	-7 ◆	-11 ◆
B05 I have a choice in deciding how I do my work	21	41	17	13	9	62%	+4 ◆	-12 ◆	-17 ◆

Organisational objectives and purpose

78% +5

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B06 I have a clear understanding of [my organisation's] purpose	27	54	11	5	3	81%	+4 ◆	-5 ◆	-10 ◆
B07 I have a clear understanding of [my organisation's] objectives	23	52	14	7	4	75%	+5 ◆	-5 ◆	-10 ◆
B08 I understand how my work contributes to [my organisation's] objectives	26	53	13	5	3	79%	+5 ◆	-4 ◆	-8 ◆

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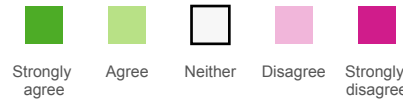
My manager

69% +3

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B09	My manager motivates me to be more effective in my job	27	42	17	9	6	69%	+3 ◆	0	-4 ◆
B10	My manager is considerate of my life outside work	42	39	11	6	2	81%	+3 ◆	-1 ◆	-4 ◆
B11	My manager is open to my ideas	36	42	13	5	2	78%	+2 ◆	-3 ◆	-6 ◆
B12	My manager helps me to understand how I contribute to [my organisation's] objectives	24	42	22	8	5	65%	+4 ◆	+1 ◆	-4 ◆
B13	Overall, I have confidence in the decisions made by my manager	32	41	14	7	6	73%	+4 ◆	0	-5 ◆
B14	My manager recognises when I have done my job well	35	42	12	6	2	78%	+2 ◆	-1 ◆	-4 ◆
B15	I receive regular feedback on my performance	27	41	16	11	6	68%	+3 ◆	+2 ◆	-1 ◆
B16	The feedback I receive helps me to improve my performance	26	38	21	9	6	64%	+3 ◆	+2 ◆	-2 ◆
B17	I think that my performance is evaluated fairly	23	40	19	10	7	63%	+3 ◆	-1 ◆	-5 ◆
B18	Poor performance is dealt with effectively in my team	15	31	32	12	9	47%	+2 ◆	+8 ◆	+4 ◆

My team

79% +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 CS2016	Difference from CS High Performers
B19	The people in my team can be relied upon to help when things get difficult in my job	40	45	9	6	0	85%	0	0	-2 ◆
B20	The people in my team work together to find ways to improve the service we provide	34	45	13	5	2	80%	+1	-2 ◆	-5 ◆
B21	The people in my team are encouraged to come up with new and better ways of doing things	29	42	17	8	4	72%	+3 ◆	-3 ◆	-7 ◆

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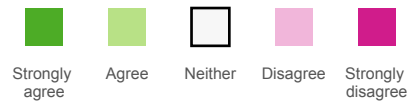
Learning and development

52% +5

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	16	47	21	11	5	63%	+3 ◆	+2 ◆	-5 ◆
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	14	35	32	13	6	49%	+5 ◆	-2 ◆	-8 ◆
B24	There are opportunities for me to develop my career in [my organisation]	15	38	22	15	11	52%	+7 ◆	+9 ◆	+1 ◆
B25	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	12	33	31	14	9	45%	+6 ◆	+1 ◆	-6 ◆

Inclusion and fair treatment

74% +5

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B26	I am treated fairly at work	28	49	12	7	4	77%	+4 ◆	-2 ◆	-6 ◆
B27	I am treated with respect by the people I work with	33	52	9	6	0	85%	+2 ◆	+1 ◆	-2 ◆
B28	I feel valued for the work I do	22	40	18	12	8	62%	+7 ◆	-3 ◆	-8 ◆
B29	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	25	46	18	6	5	71%	+6 ◆	-3 ◆	-7 ◆

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Resources and workload **75%** +4 Difference from previous survey

Strength of association with engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	28	57	8	5		85%	+3 ◆	+3 ◆	-1 ◆
B31 I get the information I need to do my job well	19	51	16	10		70%	+5 ◆	+1 ◆	-4 ◆
B32 I have clear work objectives	23	53	14	7		76%	+5 ◆	+1 ◆	-4 ◆
B33 I have the skills I need to do my job effectively	30	58	8			88%	+2 ◆	-1 ◆	-4 ◆
B34 I have the tools I need to do my job effectively	20	50	14	11	5	70%	+4 ◆	0	-6 ◆
B35 I have an acceptable workload	15	49	16	13	7	64%	+4 ◆	+5 ◆	-1 ◆
B36 I achieve a good balance between my work life and my private life	22	48	15	10	6	69%	+3 ◆	+2 ◆	-3 ◆

Pay and benefits **34%** +4 Difference from previous survey

Strength of association with engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	6	28	19	27	20	34%	+4 ◆	+2 ◆	-5 ◆
B38 I am satisfied with the total benefits package	7	30	24	23	17	36%	+4 ◆	+3 ◆	-4 ◆
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	7	24	20	26	23	31%	+3 ◆	+4 ◆	-4 ◆

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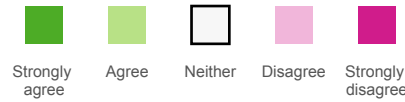
Leadership and managing change

43% +7

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Statement	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B40	I feel that [my organisation] as a whole is managed well	8	40	24	16	12	48%	+9 ◇	+1 ◇	-10 ◇
B41	[Senior managers] in [my organisation] are sufficiently visible	12	39	19	17	13	51%	+8 ◇	-4 ◇	-15 ◇
B42	I believe the actions of [senior managers] are consistent with [my organisation's] values	10	35	31	13	11	45%	+8 ◇	-4 ◇	-13 ◇
B43	I believe that [the executive team has] a clear vision for the future of [my organisation]	10	35	35	11	10	45%	+7 ◇	+2 ◇	-9 ◇
B44	Overall, I have confidence in the decisions made by [my organisation's senior managers]	9	33	30	16	13	42%	+8 ◇	-2 ◇	-13 ◇
B45	I feel that change is managed well in [my organisation]	5	30	27	24	14	35%	+7 ◇	+6 ◇	-6 ◇
B46	When changes are made in [my organisation] they are usually for the better	6	27	34	20	13	33%	+6 ◇	+3 ◇	-6 ◇
B47	[My organisation] keeps me informed about matters that affect me	8	45	24	14	9	53%	+6 ◇	-2 ◇	-11 ◇
B48	I have the opportunity to contribute my views before decisions are made that affect me	6	27	28	24	16	32%	+5 ◇	-5 ◇	-15 ◇
B49	I think it is safe to challenge the way things are done in [my organisation]	7	34	27	18	14	40%	+6 ◇	-3 ◇	-8 ◇

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Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B50 I am proud when I tell others I am part of [my organisation]	16	39	29	10	6	55%	+6 ◆	-4 ◆	-11 ◆
B51 I would recommend [my organisation] as a great place to work	16	39	25	12	8	55%	+8 ◆	+4 ◆	-6 ◆
B52 I feel a strong personal attachment to [my organisation]	14	32	30	16	8	46%	+6 ◆	-2 ◆	-10 ◆
B53 [My organisation] inspires me to do the best in my job	12	33	32	15	8	45%	+6 ◆	-1 ◆	-8 ◆
B54 [My organisation] motivates me to help it achieve its objectives	11	32	32	15	9	43%	+7 ◆	0	-7 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B55 I believe that [senior managers] in [my organisation] will take action on the results from this survey	9	33	25	17	16	42%	+8 ◆	-5 ◆	-13 ◆
B56 I believe that managers where I work will take action on the results from this survey	15	38	23	13	12	52%	+6 ◆	-3 ◆	-12 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	10	26	34	16	14	36%	+8 ◆	+1 ◆	-5 ◆

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Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	32	55	7			87%	+2 ◇	-1 ◇	-3 ◇
B59 I believe I would be supported if I try a new idea, even if it may not work	20	45	21	11		64%	+4 ◇	-4 ◇	-9 ◇
B60 When I talk about [my organisation] I say "we" rather than "they"	21	42	21	10	6	63%	+8 ◇	-8 ◇	-16 ◇
B61 I have some really good friendships at work	36	46	13			81%	+1 ◇	+5 ◇	+1 ◇

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B62 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	9	33	39	11	8	42%	+11 ◇	-2 ◇	-8 ◇
B63 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	20	43	26	6	6	63%	+7 ◇	+1 ◇	-5 ◇

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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 previous survey	Difference from CS2016	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	14	22	47	18	65%	+2 ◆	-2 ◆	-5 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	19	46	24	70%	+2 ◆	-1 ◆	-4 ◆
W03 Overall, how happy did you feel yesterday?	16	20	40	24	63%	+4 ◆	0	-3 ◆

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	20	29	51%	+2 ◆	+1 ◆	-2 ◆
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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 CS2016	Difference from CS High Performers
I want to leave [my organisation] as soon as possible		8%	-3 ◇	0	-3 ◇
I want to leave [my organisation] within the next 12 months		10%	-2 ◇	-5 ◇	-9 ◇
I want to stay working for [my organisation] for at least the next year		23%	+1	-10 ◇	-17 ◇
I want to stay working for [my organisation] for at least the next three years		59%	+4 ◇	+16 ◇	+8 ◇

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		11	89%	+3 ◇	-2 ◇	-6 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		33	67%	+4 ◇	0	-7 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		36	64%	+6 ◇	-3 ◇	-11 ◇

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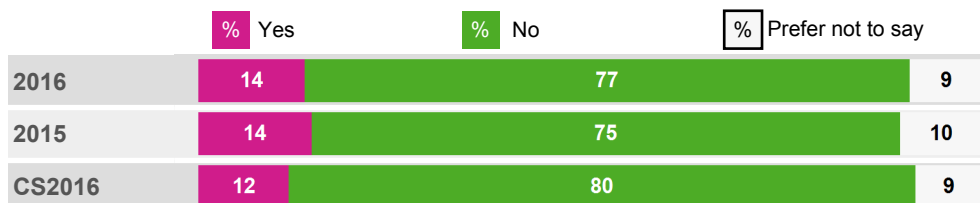
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Discrimination, harassment and bullying

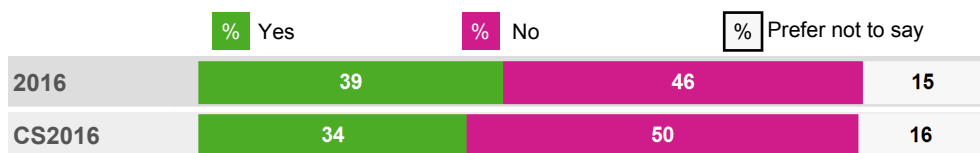
E01. During the past 12 months, have you personally experienced discrimination at work?



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)

Ground	Response Count
Age	203
Caring responsibilities	143
Disability	178
Ethnic background	76
Gender	165
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	397
Main spoken/written language or language ability	50
Religion or belief	27
Sexual orientation	40
Social or educational background	74
Working location	241
Working pattern	328
Any other grounds	368
Prefer not to say	152

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)

Person	Response Count
A colleague	358
Your manager	330
Another manager in my part of [your organisation]	342
Someone you manage	66
Someone who works for another part of [your organisation]	145
A member of the public	149
Someone else	55
Prefer not to say	142

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

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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 2015 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.
CS2016	The CS2016 benchmark is the median percent positive across all organisations that participated in the 2016 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 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 your previous survey, CS2016 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 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.