



The Office of the Advocate General

Returns : 40

Response rate : 82%

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.

^oParent = Scotland Office and Office of the Advocate General





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.

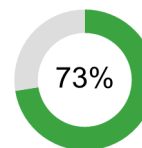
Drivers of Engagement

	Strength of association with engagement ¹	Theme score % Positive	Difference from previous survey	Difference from Parent ²	Difference from SWNIO	Difference from high performing units
Leadership and managing change		76%	+6	+22 ✧	+24 ✧	+26 ✧
My work		83%	-1	+12 ✧	+7 ✧	+3
Organisational objectives and purpose		92%	-2	+17	+8	+2
Pay and benefits		44%	+5	+2	+9 ✧	+6
Learning and development		60%	-4	+12 ✧	+11 ✧	-1
Resources and workload		88%	+6	+14	+14	+9 ✧
My manager		78%	+5	+8 ✧	+7 ✧	+3
My team		83%	+4	+8 ✧	+5	-5
Inclusion and fair treatment		88%	+2	+15	+13	+6 ✧

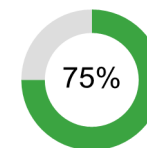
¹The table above shows the strength of association between engagement and the themes for Scotland, Wales and Northern Ireland Offices, and the Office of the Advocate General

²Parent = Scotland Office and Office of the Advocate General

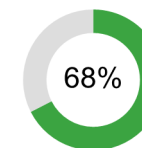
Wellbeing



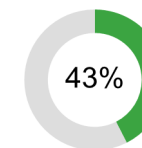
Overall, how satisfied are you with your life nowadays?



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

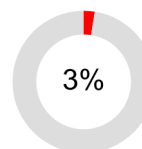


Overall, how happy did you feel yesterday?

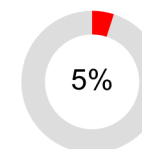


Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

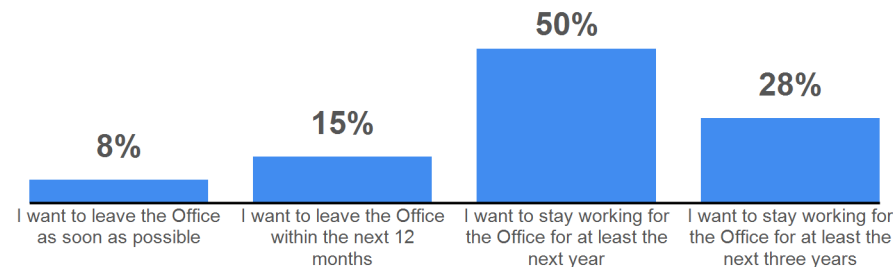


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



All questions by theme

*Parent = Scotland Office and Office of the Advocate General ♦ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My work

83% -1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B01 I am interested in my work	58	43				100%	+2	+10	+8	+5
B02 I am sufficiently challenged by my work	53	35	8	5		88%	-1	+12 ♦	+6 ♦	-1
B03 My work gives me a sense of personal accomplishment	38	48	15			85%	+1	+15 ♦	+9 ♦	+1
B04 I feel involved in the decisions that affect my work	15	50	20	10	5	65%	-1	+13 ♦	+6	-1
B05 I have a choice in deciding how I do my work	33	46	13	8		79%	-5	+8 ♦	+6 ♦	-2

Organisational objectives and purpose

92% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B06 I have a clear understanding of the Office's purpose	58	38	5			95%	-3	+22	+11	+3
B07 I have a clear understanding of the Office's objectives	50	40	8			90%	-1	+17	+9	+1
B08 I understand how my work contributes to the Office's objectives	45	45	8			90%	-3	+11	+5	0

All questions by theme

*Parent = Scotland Office and Office of the Advocate General ♦ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

78% +5
Difference from previous survey



Strength of association with engagement



% Positive Difference from previous survey Difference from Parent* Difference from SWNIO Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B09 My manager motivates me to be more effective in my job	48	33	13	8	0	80%	+7 ♦	+4	+5	+2
B10 My manager is considerate of my life outside work	53	35	10	2	0	88%	+1	+5 ♦	+5	-1
B11 My manager is open to my ideas	53	33	13	1	0	85%	+1	+6 ♦	+2	-3
B12 My manager helps me to understand how I contribute to the Office's objectives	35	38	23	5	0	73%	+4	+7 ♦	+3	-3
B13 Overall, I have confidence in the decisions made by my manager	49	38	10	3	0	87%	+3	+8 ♦	+7 ♦	+6 ♦
B14 My manager recognises when I have done my job well	53	35	13	1	0	88%	+13 ♦	+6 ♦	+6 ♦	+2
B15 I receive regular feedback on my performance	40	38	15	8	0	78%	+12 ♦	+9 ♦	+11 ♦	-1
B16 The feedback I receive helps me to improve my performance	38	35	23	4	0	73%	+3	+9 ♦	+9 ♦	0
B17 I think that my performance is evaluated fairly	43	43	13	1	0	85%	+8 ♦	+16 ♦	+17 ♦	+13 ♦
B18 Poor performance is dealt with effectively in my team	15	35	40	10	0	50%	+2	+15 ♦	+10 ♦	-1

My team

83% +4
Difference from previous survey



Strength of association with engagement



% Positive Difference from previous survey Difference from Parent* Difference from SWNIO Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B19 The people in my team can be relied upon to help when things get difficult in my job	53	30	18	0	0	83%	-4	+5 ♦	0	-9
B20 The people in my team work together to find ways to improve the service we provide	53	30	18	0	0	83%	+1	+9 ♦	+4	-8
B21 The people in my team are encouraged to come up with new and better ways of doing things	59	26	13	0	0	85%	+14 ♦	+11 ♦	+10 ♦	0

All questions by theme

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Learning and development

60% -4

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B22	I am able to access the right learning and development opportunities when I need to	33	48	15	5	5	80%	+3	+17 ♦	+15 ♦	+6 ♦
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	23	45	25	8	5	68%	-8 ♦	+16 ♦	+16 ♦	+4
B24	There are opportunities for me to develop my career in the Office	10	40	18	13	20	50%	-5	+12 ♦	+13 ♦	-9 ♦
B25	Learning and development activities I have completed while working for the Office are helping me to develop my career	13	30	30	18	10	43%	-5	+4	0	-13 ♦

Inclusion and fair treatment

88% +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B26	I am treated fairly at work	53	38	5	5	5	90%	+1	+12	+7	+4
B27	I am treated with respect by the people I work with	55	38	5	5	5	93%	+4	+13	+11	+1
B28	I feel valued for the work I do	35	48	15	5	5	83%	+8 ♦	+16 ♦	+16 ♦	+9 ♦
B29	I think that the Office respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	50	38	10	5	5	88%	-6	+19 ♦	+18 ♦	+6 ♦

All questions by theme

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^ indicates a variation in question wording from your previous survey

Resources and workload

88% +6

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B30 In my job, I am clear what is expected of me	40	58				98%	+13	+17	+13	+7
B31 I get the information I need to do my job well	38	55			8	93%	+13	+21	+17	+15 ♦
B32 I have clear work objectives	35	53			10	88%	+6 ♦	+20 ♦	+12 ♦	+3
B33 I have the skills I need to do my job effectively	43	53			5	95%	+4	+2	+6	+3
B34 I have the tools I need to do my job effectively	33	55			13	88%	+3	+9 ♦	+14 ♦	+12 ♦
B35 I have an acceptable workload	23	58			13	80%	+1	+16 ♦	+21 ♦	+11 ♦
B36 I achieve a good balance between my work life and my private life	37	39			11	76%	+4	+15 ♦	+18 ♦	0

Pay and benefits

44% +5

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B37 I feel that my pay adequately reflects my performance	8	38	18	23	15	45%	+4	+1	+8 ♦	+7 ♦
B38 I am satisfied with the total benefits package	10	35	23	20	13	45%	+7	+5	+12 ♦	+3
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	8	33	13	31	15	41%	+4	0	+7 ♦	+8 ♦

All questions by theme

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^ indicates a variation in question wording from your previous survey

Leadership and managing change

76% +6

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B40 I feel that the Office as a whole is managed well	30	55	10			85%	+3	+30 ♦	+29 ♦	+31 ♦
B41 Senior managers in the Office are sufficiently visible	48	45	5			93%	+6	+19	+16	+30 ♦
B42 I believe the actions of senior managers are consistent with the Office's values	40	48	10			88%	+1	+25 ♦	+28 ♦	+32 ♦
B43 I believe that the Management Board has a clear vision for the future of the Office	33	45	18			78%	+16 ♦	+28 ♦	+30 ♦	+25 ♦
B44 Overall, I have confidence in the decisions made by the Office's senior managers	38	45	15			83%	+3	+25 ♦	+30 ♦	+33 ♦
B45 I feel that change is managed well in the Office	23	43	25	8		65%	+6	+22 ♦	+27 ♦	+25 ♦
B46 When changes are made in the Office they are usually for the better	20	30	40	8		50%	+3	+17 ♦	+18 ♦	+13 ♦
B47 The Office keeps me informed about matters that affect me	23	60	15			83%	+14 ♦	+25 ♦	+24 ♦	+17 ♦
B48 I have the opportunity to contribute my views before decisions are made that affect me	15	55	28			70%	+6	+16 ♦	+22 ♦	+26 ♦
B49 I think it is safe to challenge the way things are done in the Office	18	53	25			70%	+2	+16 ♦	+19 ♦	+20 ♦

All questions by theme

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^ 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 Parent*	Difference from SWNIO	Difference from high performing units
B50 I am proud when I tell others I am part of the Office	25	55	18			80%	+5	+17 ♦	+19 ♦	+15 ♦
B51 I would recommend the Office as a great place to work	38	48	13			85%	+10 ♦	+32 ♦	+42 ♦	+28 ♦
B52 I feel a strong personal attachment to the Office	23	28	40	8		50%	-7	+7 ♦	+3	-7
B53 The Office inspires me to do the best in my job	30	43	20	8		73%	+16 ♦	+22 ♦	+22 ♦	+19 ♦
B54 The Office motivates me to help it achieve its objectives	20	50	25	5		70%	+6	+24 ♦	+22 ♦	+19 ♦

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B55 I believe that senior managers in the Office will take action on the results from this survey	33	53	13			85%	+8 ♦	+27 ♦	+30 ♦	+32 ♦
B56 I believe that managers where I work will take action on the results from this survey	25	55	18			80%	+10 ♦	+22 ♦	+21 ♦	+11 ♦
B57 Where I work, I think effective action has been taken on the results of the last survey	20	50	28			70%	+11 ♦	+25 ♦	+32 ♦	+20 ♦

All questions by theme

*Parent = Scotland Office and Office of the Advocate General ♦ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B58 I am trusted to carry out my job effectively	58	40				98%	+4	+9	+10	+4
B59 I believe I would be supported if I try a new idea, even if it may not work	43	38	20			80%	-2	+9 ♦	+7 ♦	+2
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	38	50	10			88%	+6 ♦	+14 ♦	+15 ♦	+15 ♦
B61 When I talk about the Office I say "we" rather than "they"	45	43	13			88%	+1	+9 ♦	+10 ♦	+12 ♦
B62 I have some really good friendships at work	30	53	13	5		83%	+6	0	+6 ♦	-4

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B63 My manager inspires my team to do our best	33	48	18			80%	--	+9 ♦	+7 ♦	+1
B64 Senior managers inspire people across the Office to do their best	28	45	23	5		73%	--	+20 ♦	+18 ♦	+23 ♦
B65 My manager leads our team with confidence	45	45	10			90%	--	+14	+12	+9 ♦
B66 Senior managers lead the Office with confidence	38	58	5			95%	--	+29	+30	+36 ♦
B67 My manager empowers me to do my job effectively	35	43	20			78%	--	+7 ♦	+4	-3
B68 The Office's senior managers empower teams to deliver	28	46	21	5		74%	--	+21 ♦	+19 ♦	+24 ♦
B69 Senior managers in the Office actively role model the behaviours set out in the Civil Service Leadership Statement	33	40	25			73%	--	+22 ♦	+27 ♦	+26 ♦
B70 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	38	40	20			78%	--	+18 ♦	+21 ♦	+8 ♦

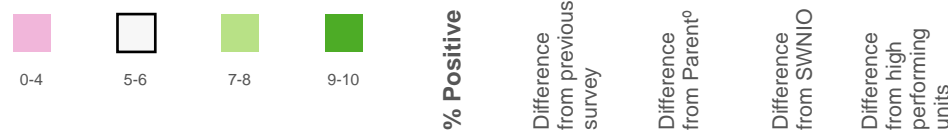
All questions by theme

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◇ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

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.

Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
W01 Overall, how satisfied are you with your life nowadays?	8	20	63	10	73%	+21 ◇	+4	+3	+2
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	5	20	50	25	75%	+14 ◇	+8 ◇	+3	-2
W03 Overall, how happy did you feel yesterday?	10	23	50	18	68%	+9 ◇	+4	+1	-1

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



Question	0-1	2-3	4-5	6-10	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
W04 Overall, how anxious did you feel yesterday?	25	18	35	23	43%	+8 ◇	-10 ◇	-15 ◇	-13 ◇

All questions by theme

^oParent = Scotland Office and Office of the Advocate General [◇] 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 the Office?

			Difference from previous survey	Difference from Parent ^o	Difference from SWNIO
I want to leave the Office as soon as possible		8%	+8	-17	-13
I want to leave the Office within the next 12 months		15%	-3	-7 [◇]	-6 [◇]
I want to stay working for the Office for at least the next year		50%	+2	+14 [◇]	+12 [◇]
I want to stay working for the Office for at least the next three years		28%	-7	+11	+7 [◇]

The Civil Service Code

Differences are based on '% Yes' score

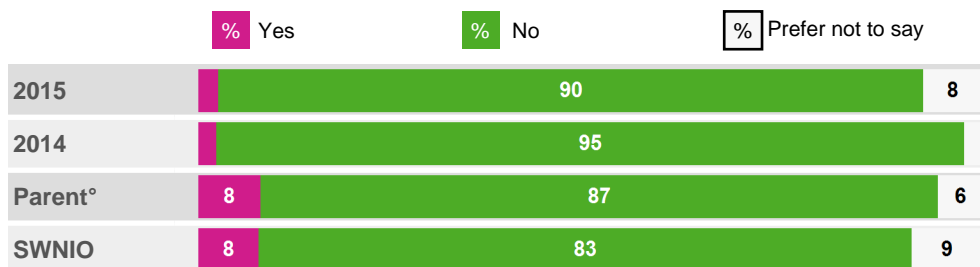
	% Yes	% No	% Yes	Difference from previous survey	Difference from Parent ^o	Difference from SWNIO
D01. Are you aware of the Civil Service Code?		8	93%	-1	-3	-3
D02. Are you aware of how to raise a concern under the Civil Service Code?		28	73%	0	-7 [◇]	-5
D03. Are you confident that if you raised a concern under the Civil Service Code in the Office it would be investigated properly?		18	83%	-1	+6 [◇]	+9 [◇]

All questions by theme

*Parent = Scotland Office and Office of the Advocate General
 † indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

Discrimination, harassment and bullying

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



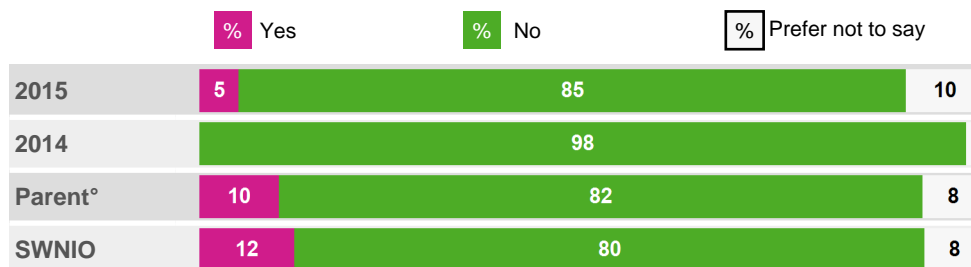
For respondents who selected 'Yes' to question E01.

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	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	--
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	--
Working location	--
Working pattern	--
Any other grounds	--
Prefer not to say	--

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	--
Your manager	--
Another manager in my part of the Office	--
Someone you manage	--
Someone who works for another part of the Office	--
A member of the public	--
Someone else	--
Prefer not to say	--

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

All questions by theme

*Parent = Scotland Office and Office of the Advocate General ♦ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Scotland, Wales and Northern Ireland Offices, and the Office of the Advocate General questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO
F01 I access the Civil Service Learning website regularly to identify learning and development opportunities	15	26		41	15	18%	-12 ♦	-4	-16 ♦
F02 I have agreed objectives which define what I do (activities) and how I do it (behaviours)	20	63		8	8	83%	+23 ♦	+17 ♦	+9 ♦
F03 I have discussed with my line manager my plan for five days learning and development this year	8	28	20	40	5	35%	+3	-1	-15 ♦
F04 I have updated my performance achievements in readiness for my mid year review	Yes: 38%		No: 62%			38%	+8 ♦	-7 ♦	-16 ♦
F05 I understand what the specific values of the organisation are	35	50		13		85%	-8	+15 ♦	+9 ♦
F06 I believe I demonstrate the values and behaviours the Office expects of me	35	60			5	95%	0	+13	+11
F07 I am given the opportunity to influence change in the Office	23	50		28		73%	+11 ♦	+19 ♦	+18 ♦
F08 I know what to do if I am concerned about the behaviour of others	28	55		13	5	83%	-6 ♦	+5 ♦	+2
F09 I believe I have the right skill-set for the role I do	43	55				98%	+9	+4	+6
F10 My workload is generally manageable within my contracted working hours	20	53	13	10	5	73%	+4	+12 ♦	+15 ♦

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.
High performing units	For each question, this is the upper quartile score across all units from 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, Scotland, Wales and Northern Ireland Offices, and the Office of the Advocate General results, Scotland Office and Office of the Advocate General 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 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.