

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017



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.



Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017



Strength of association with engagement



Statistically significant difference from comparison

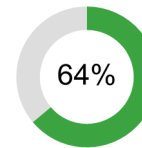
The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

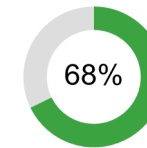
	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
Leadership and managing change		45%	+3	-2	-7
My work		71%	+1	-5	-8
My manager		70%	+1	0	-3
Pay and benefits		30%	-4	0	-6
Learning and development		53%	+1	+1	-4
Resources and workload		73%	0	+1	-2
Organisational objectives and purpose		78%	+1	-4	-9
My team		79%	0	-2	-5
Inclusion and fair treatment		74%	+1	-2	-6

Wellbeing

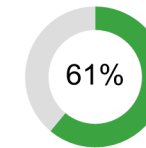
% responding positively (Answering 7,8,9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)



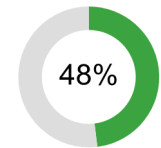
W01. Overall, how satisfied are you with your life nowadays?



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



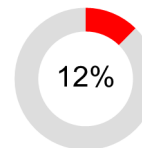
W03. Overall, how happy did you feel yesterday?



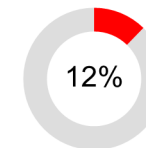
W04. Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding Yes

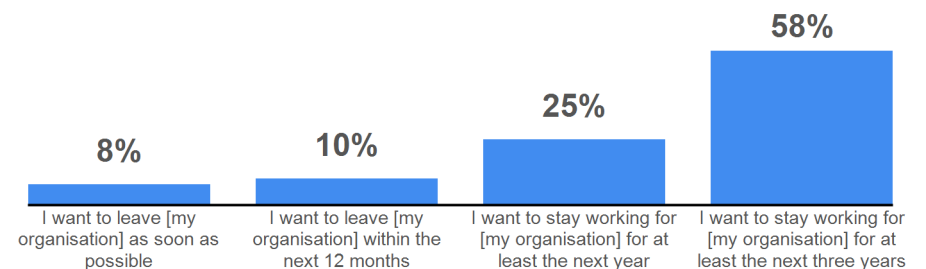


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	88%	B59 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	36%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	55%
B01 I am interested in my work	87%	B53 Where I work, I think effective action has been taken on the results of the last survey	35%	B35 I feel that my pay adequately reflects my performance	54%
B31 I have the skills I need to do my job effectively	87%	B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	33%	B36 I am satisfied with the total benefits package	43%
B26 I am treated with respect by the people I work with	85%	B43 When changes are made in [my organisation] they are usually for the better	33%	B45 I have the opportunity to contribute my views before decisions are made that affect me	39%
B18 The people in my team can be relied upon to help when things get difficult in my job	84%	B17 Poor performance is dealt with effectively in my team	33%	B42 I feel that change is managed well in [my organisation]	38%

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

My work

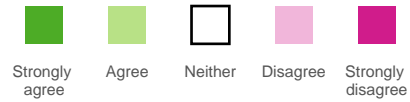
71%

+1

◆ Difference from previous survey



Strength of association with engagement



% Positive

◆ Difference from previous survey

◆ Difference from CS2017

◆ Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B01 I am interested in my work	39	48	8	8	8	87%	+1 ◆	-3 ◆	-5 ◆
B02 I am sufficiently challenged by my work	32	45	12	8	8	78%	+1 ◆	-3 ◆	-5 ◆
B03 My work gives me a sense of personal accomplishment	27	46	14	9	9	73%	+1 ◆	-4 ◆	-7 ◆
B04 I feel involved in the decisions that affect my work	16	37	18	19	11	53%	+2 ◆	-5 ◆	-11 ◆
B05 I have a choice in deciding how I do my work	22	41	15	13	8	63%	+2 ◆	-12 ◆	-17 ◆

Organisational objectives and purpose*

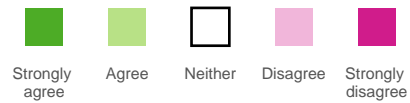
78%

+1

◆ Difference from previous survey



Strength of association with engagement



*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B06 I have a clear understanding of [my organisation's] objectives	22	54	14	7	7	76%	+1 ◆	-5 ◆	-10 ◆
B07 I understand how my work contributes to [my organisation's] objectives	26	53	13	5	5	79%	0	-4 ◆	-8 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

My manager

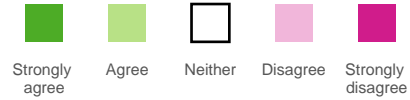
70%

+1

◆ Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2017

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	28	42	15	9	5	71%	+2 ◆	+1 ◆	-4 ◆
B09	My manager is considerate of my life outside work	44	37	11	5	5	81%	0	-3 ◆	-6 ◆
B10	My manager is open to my ideas	38	41	12	5	5	79%	+1 ◆	-3 ◆	-6 ◆
B11	My manager helps me to understand how I contribute to [my organisation's] objectives	25	41	21	8	5	66%	+1 ◆	+1 ◆	-4 ◆
B12	Overall, I have confidence in the decisions made by my manager	34	40	15	7	5	73%	0	-1 ◆	-5 ◆
B13	My manager recognises when I have done my job well	38	41	12	6	5	78%	+1 ◆	-1 ◆	-4 ◆
B14	I receive regular feedback on my performance	30	40	14	10	5	70%	+2 ◆	+2 ◆	-2 ◆
B15	The feedback I receive helps me to improve my performance	28	38	21	8	5	66%	+1 ◆	+2 ◆	-2 ◆
B16	I think that my performance is evaluated fairly	26	39	19	9	6	65%	+2 ◆	0	-5 ◆
B17	Poor performance is dealt with effectively in my team	15	31	33	12	9	47%	0	+7 ◆	+3 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

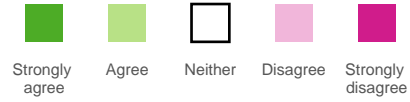
My team

79% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2017

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	44	9	5	2	84%	-1 ◆	-1 ◆	-3 ◆
B19	The people in my team work together to find ways to improve the service we provide	36	44	12	5	3	80%	0	-3 ◆	-5 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	31	41	16	8	3	72%	0	-3 ◆	-8 ◆

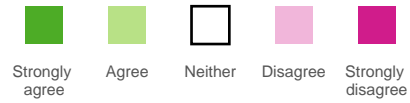
Learning and development

53% +1 ◆

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2017

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	17	47	21	10	5	64%	+1 ◆	+1 ◆	-5 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	15	34	32	13	6	49%	0	-3 ◆	-9 ◆
B23	There are opportunities for me to develop my career in [my organisation]	16	39	22	14	10	54%	+2 ◆	+8 ◆	-1 ◆
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	14	33	31	14	8	46%	+1 ◆	0	-5 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

Inclusion and fair treatment

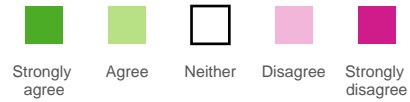
74%

+1

◆ Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2017

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B25	I am treated fairly at work	29	48	12	7	4	78%	+1 ◆	-2 ◆	-6 ◆
B26	I am treated with respect by the people I work with	35	50	9	6	0	85%	0	0	-2 ◆
B27	I feel valued for the work I do	23	39	17	13	7	63%	+1	-3 ◆	-9 ◆
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	27	46	17	6	4	72%	+2 ◆	-3 ◆	-7 ◆

Resources and workload*

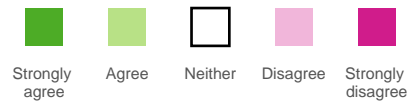
73%

0

◆ Difference from previous survey



Strength of association with engagement



*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B29	I get the information I need to do my job well	16	53	16	11	4	69%	-1 ◆	0	-4 ◆
B30	I have clear work objectives	21	55	14	7	4	76%	0	0 ◆	-4 ◆
B31	I have the skills I need to do my job effectively	29	58	8	5	0	87%	-1 ◆	-1 ◆	-4 ◆
B32	I have the tools I need to do my job effectively	20	52	14	10	4	72%	+2 ◆	+2 ◆	-4 ◆
B33	I have an acceptable workload	14	50	16	13	7	64%	0	+3 ◆	-3 ◆
B34	I achieve a good balance between my work life and my private life	20	49	15	10	6	69%	0	+1 ◆	-4 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

Pay and benefits

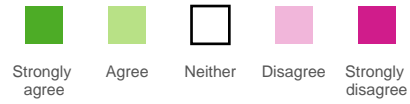
30%

-4 ◆

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2017

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	5	24	17	29	25	29%	-5 ◆	-2 ◆	-8 ◆
B36 I am satisfied with the total benefits package	6	28	23	24	19	34%	-3 ◆	0	-6 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	21	19	28	27	27%	-4 ◆	+1 ◆	-6 ◆

Leadership and managing change*

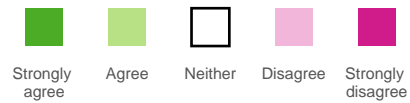
45%

+3 ◆

Difference from previous survey



Strength of association with engagement



*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B38 [Senior managers] in [my organisation] are sufficiently visible	15	41	18	16	11	56%	+4 ◆	-4 ◆	-13 ◆
B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	12	37	31	12	9	48%	+3 ◆	-6 ◆	-12 ◆
B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	11	38	33	10	8	49%	+4 ◆	+1 ◆	-5 ◆
B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	10	35	30	14	12	45%	+3 ◆	-4 ◆	-10 ◆
B42 I feel that change is managed well in [my organisation]	5	30	27	24	13	36%	+1 ◆	+3 ◆	-5 ◆
B43 When changes are made in [my organisation] they are usually for the better	6	29	33	21	11	35%	+2 ◆	+2 ◆	-6 ◆
B44 [My organisation] keeps me informed about matters that affect me	9	47	23	14	7	56%	+2 ◆	-2 ◆	-9 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	7	29	25	24	15	36%	+4 ◆	-2 ◆	-11 ◆
B46 I think it is safe to challenge the way things are done in [my organisation]	8	35	25	18	13	44%	+3 ◆	-2 ◆	-9 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

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 CS2017	Difference from CS High Performers
B47 I am proud when I tell others I am part of [my organisation]	17	40	28	9	5	57%	+2 ◇	-4 ◇	-11 ◇
B48 I would recommend [my organisation] as a great place to work	17	39	25	11	7	56%	+1 ◇	+1 ◇	-7 ◇
B49 I feel a strong personal attachment to [my organisation]	15	32	30	16	8	47%	+1 ◇	-2 ◇	-10 ◇
B50 [My organisation] inspires me to do the best in my job	12	34	31	15	8	46%	+1 ◇	-1 ◇	-8 ◇
B51 [My organisation] motivates me to help it achieve its objectives	11	33	32	15	9	44%	+1	-2 ◇	-9 ◇

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B52 I believe that [senior managers] in [my organisation] will take action on the results from this survey	11	34	24	17	14	45%	+3 ◇	-5 ◇	-13 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	10	26	35	15	13	37%	+1 ◇	+1 ◇	-8 ◇

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

◆ 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 CS2017	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	34	54	7			88%	+1 ◆	-1 ◆	-2 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	21	45	20	10		66%	+2 ◆	-5 ◆	-9 ◆
B56 In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	19	46	20	10	6	65%	New	-2 ◆	-7 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	17	47	19	11	6	64%	New	0	-4 ◆
B58 [My organisation] is committed to creating a diverse and inclusive workplace	23	50	19			73%	New	0 ◆	-4 ◆

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B59 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	10	37	36	10	7	47%	+5 ◆	0	-8 ◆
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	23	43	23	7	5	66%	+3 ◆	0	-6 ◆

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B61 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	9	38	24	23	7	46%	New	+4 ◆	-9 ◆
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	8	34	29	21	7	42%	New	+5 ◆	-3 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

Wellbeing



Unlike the questions B01-B62 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 CS2017	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	14	22	47	17	64%	-1 ◆	-2 ◆	-4 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	45	23	68%	-2 ◆	-3 ◆	-5 ◆
W03 Overall, how happy did you feel yesterday?	18	21	38	23	61%	-2 ◆	-2 ◆	-4 ◆

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



W04 Overall, how anxious did you feel yesterday?	25	23	20	32	48%	-3 ◆	-1 ◆	-4 ◆
--	----	----	----	----	-----	------	------	------

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

All questions by theme

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

Your plans for the future

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

			Difference from previous survey	Difference from CS2017	Difference from CS High Performers
I want to leave [my organisation] as soon as possible		8%	-1	-1 ◆	-4 ◆
I want to leave [my organisation] within the next 12 months		10%	0	-5 ◆	-8 ◆
I want to stay working for [my organisation] for at least the next year		25%	+2 ◆	-9 ◆	-14 ◆
I want to stay working for [my organisation] for at least the next three years		58%	-1 ◆	+14 ◆	+5 ◆

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		11	89%	0	-3 ◆	-5 ◆
D02. Are you aware of how to raise a concern under the Civil Service Code?		32	68%	0	0	-6 ◆
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		35	65%	+1 ◆	-5 ◆	-11 ◆

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

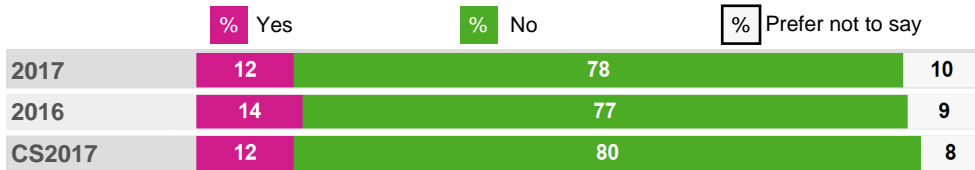
Civil Service People Survey 2017

All questions by theme

◆ 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?

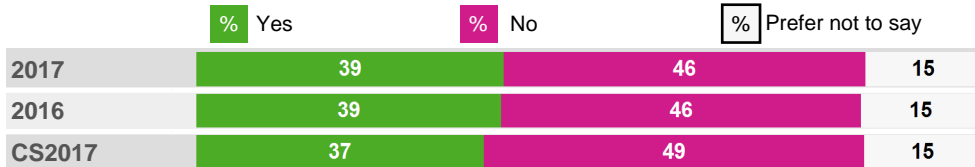


E03. During the past 12 months have you personally experienced bullying or harassment at work?



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	182
Caring responsibilities	132
Disability	193
Ethnic background	96
Gender	172
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	367
Main spoken/written language or language ability	52
Religion or belief	36
Sexual orientation	55
Social or educational background	67
Working location	250
Working pattern	304
Any other grounds	371
Prefer not to say	184

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	447
Your manager	384
Another manager in my part of [the organisation]	309
Someone you manage	76
Someone who works for another part of [your organisation]	136
A member of the public	145
Someone else	76
Prefer not to say	170

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

Department for Transport Corporate Report (including the agencies)

Returns : 10,980

Response rate : 77%

Civil Service People Survey 2017

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 2016 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.
CS2017	The CS2017 benchmark is the median percent positive across all organisations that participated in the 2017 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 2017 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, CS2017 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 (B47-B51). 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

Changes to theme scores in 2017

Small changes have been made to some of the headline themes in 2017. Three theme scores (Organisational objectives and purpose; Resources and workload; Leadership and managing change) are based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for theme trend comparisons.

Confidentiality

The survey was carried out as part of the 2017 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.