

Department for Exiting the European Union

Returns : 548

Response rate : 94%

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.



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		58%	-1	+12 ✧	+7 ✧
My work		73%	-2	-3 ✧	-6 ✧
My manager		69%	+2	0	-3 ✧
Resources and workload		61%	+4 ✧	-11 ✧	-14 ✧
Pay and benefits		27%	-1	-3 ✧	-9 ✧
Learning and development		54%	+14 ✧	+1	-4 ✧
Inclusion and fair treatment		79%	-2 ✧	+3 ✧	-1
Organisational objectives and purpose		81%	+8 ✧	-1	-6 ✧
My team		87%	0	+7 ✧	+4 ✧



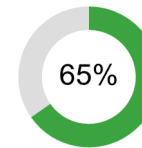
Strength of association with engagement



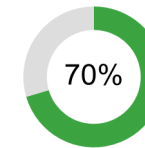
Statistically significant difference from comparison

Wellbeing

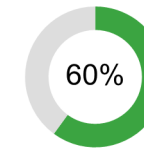
% responding positively (Answering 7,8,9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)



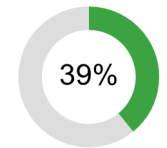
W01. Overall, how satisfied are you with your life nowadays?



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



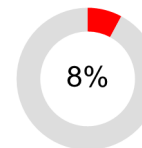
W03. Overall, how happy did you feel yesterday?



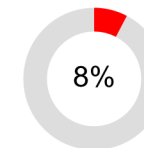
W04. Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding Yes

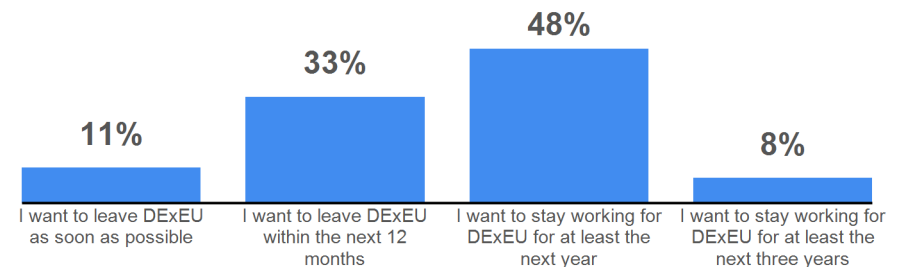


During the past 12 months have you personally experienced discrimination at work?




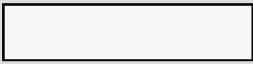


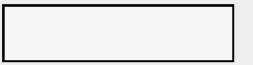

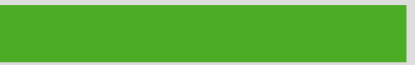
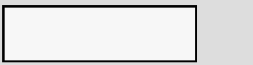




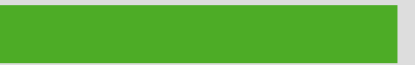


During the past 12 months have you personally experienced bullying or harassment at work?

Your plans for the future





Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B18	The people in my team can be relied upon to help when things get difficult in my job	 91%	B53	Where I work, I think effective action has been taken on the results of the last survey	 55%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 59%
B19	The people in my team work together to find ways to improve the service we provide	 89%	B17	Poor performance is dealt with effectively in my team	 51%	B35	I feel that my pay adequately reflects my performance	 49%
B01	I am interested in my work	 89%	B43	When changes are made in DExEU they are usually for the better	 43%	B36	I am satisfied with the total benefits package	 46%
B54	I am trusted to carry out my job effectively	 87%	B24	Learning and development activities I have completed while working for DExEU are helping me to develop my career	 37%	B45	I have the opportunity to contribute my views before decisions are made that affect me	 35%
B26	I am treated with respect by the people I work with	 87%	B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	 37%	B33	I have an acceptable workload	 33%

All questions by theme

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

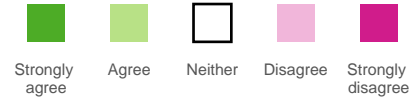
My work

73% -2

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	53	36	7	2	2	89%	-2 ◇	-1 ◇	-3 ◇
B02 I am sufficiently challenged by my work	45	32	8	11	4	77%	-3 ◇	-4 ◇	-6 ◇
B03 My work gives me a sense of personal accomplishment	30	43	14	10	3	73%	-1	-4 ◇	-7 ◇
B04 I feel involved in the decisions that affect my work	15	40	17	19	9	54%	0	-4 ◇	-10 ◇
B05 I have a choice in deciding how I do my work	27	45	14	12	4	71%	-2	-4 ◇	-9 ◇

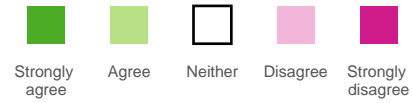
Organisational objectives and purpose*

81% +8 ◇

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 DExEU objectives^	32	49	10	8	1	81%	+10 ◇	0	-6 ◇
B07 I understand how my work contributes to DExEU objectives^	31	51	10	7	1	82%	+7 ◇	-1 ◇	-6 ◇

All questions by theme

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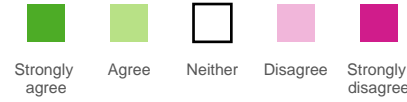
My manager

69% +2

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	32	42	13	9	0	74%	-6 ◇	+4 ◇	0
B09	My manager is considerate of my life outside work	48	36	10	6	0	84%	+4 ◇	0	-3 ◇
B10	My manager is open to my ideas	45	41	8	6	0	86%	-2 ◇	+4 ◇	+2 ◇
B11	My manager helps me to understand how I contribute to DExEU objectives^	25	42	20	10	0	67%	-8 ◇	+1 ◇	-4 ◇
B12	Overall, I have confidence in the decisions made by my manager	41	40	10	5	0	80%	-1	+6 ◇	+1 ◇
B13	My manager recognises when I have done my job well	37	42	12	5	0	80%	-4 ◇	0	-3 ◇
B14	I receive regular feedback on my performance	21	41	18	16	5	61%	+5 ◇	-6 ◇	-11 ◇
B15	The feedback I receive helps me to improve my performance	21	41	21	13	0	62%	+8 ◇	-2 ◇	-6 ◇
B16	I think that my performance is evaluated fairly	21	44	24	6	5	65%	+16 ◇	0	-5 ◇
B17	Poor performance is dealt with effectively in my team	8	27	51	9	5	35%	+10 ◇	-4 ◇	-8 ◇

All questions by theme

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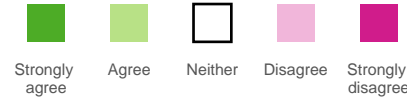
My team

87% 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	52	39	6	0	0	91%	+1	+6 ◆	+4 ◆
B19	The people in my team work together to find ways to improve the service we provide	45	44	7	0	0	89%	0	+7 ◆	+4 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	41	41	9	8	0	82%	-3 ◆	+7 ◆	+2 ◆

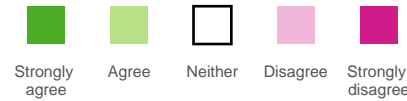
Learning and development

54% +14 ◆

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	19	39	24	16	0	58%	+21 ◆	-6 ◆	-11 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	32	37	11	0	48%	+11 ◆	-4 ◆	-10 ◆
B23	There are opportunities for me to develop my career in DExEU [^]	23	40	23	10	0	63%	+9 ◆	+16 ◆	+8 ◆
B24	Learning and development activities I have completed while working for DExEU are helping me to develop my career [^]	16	31	37	13	0	46%	+15 ◆	0	-5 ◆

All questions by theme

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 ▲ indicates a variation in question wording from your previous survey

Inclusion and fair treatment

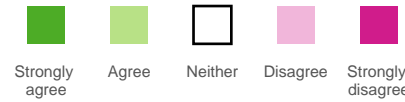
79%

-2 ♦

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	39	48	7	5		86%	-3 ♦	+6 ♦	+3 ♦
B26	I am treated with respect by the people I work with	43	44	7	5		87%	-4 ♦	+2 ♦	0
B27	I feel valued for the work I do	28	42	15	12		69%	-4 ♦	+4 ♦	-2 ♦
B28	I think that DExEU respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)^	32	42	11	10		74%	+1	-2 ♦	-5 ♦

Resources and workload*

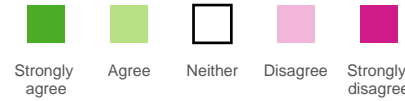
61%

+4 ♦

Difference from previous survey



Strength of association with engagement



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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	13	46	16	19	6	59%	+7 ♦	-11 ♦	-15 ♦
B30	I have clear work objectives	14	39	21	20	6	53%	+14 ♦	-23 ♦	-27 ♦
B31	I have the skills I need to do my job effectively	24	59	13			83%	-1	-6 ♦	-8 ♦
B32	I have the tools I need to do my job effectively	20	51	16	10		71%	+5 ♦	+1 ♦	-6 ♦
B33	I have an acceptable workload	9	39	19	24	9	48%	-3 ♦	-12 ♦	-18 ♦
B34	I achieve a good balance between my work life and my private life	15	39	15	22	9	54%	+2	-14 ♦	-20 ♦

All questions by theme

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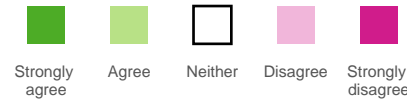
Pay and benefits

27% -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
B35 I feel that my pay adequately reflects my performance	26	21	28	21	30%	-2	-1	-8 ♦	
B36 I am satisfied with the total benefits package	25	26	28	18	28%	-1	-5 ♦	-12 ♦	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	21	17	31	27	24%	+1	-1 ♦	-8 ♦	

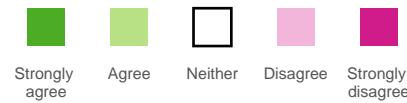
Leadership and managing change*

58% -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
B38 Senior managers in DExEU are sufficiently visible [▲]	32	49	9	7	82%	+11 ♦	+22 ♦	+13 ♦	
B39 I believe the actions of senior managers are consistent with DExEU values [▲]	24	49	16	8	74%	+5 ♦	+20 ♦	+13 ♦	
B40 I believe that the Senior Management Team has a clear vision for the future of DExEU [▲]	17	37	22	19	54%	+4 ♦	+5 ♦	0	
B41 Overall, I have confidence in the decisions made by DExEU senior managers [▲]	21	50	18	8	70%	+5 ♦	+22 ♦	+16 ♦	
B42 I feel that change is managed well in DExEU [▲]	11	36	25	21	47%	-11 ♦	+14 ♦	+7 ♦	
B43 When changes are made in DExEU they are usually for the better [▲]	7	33	43	13	40%	-9 ♦	+7 ♦	0	
B44 DExEU keeps me informed about matters that affect me [▲]	14	47	20	13	61%	-1	+3 ♦	-4 ♦	
B45 I have the opportunity to contribute my views before decisions are made that affect me	8	28	29	24	36%	-13 ♦	-3 ♦	-12 ♦	
B46 I think it is safe to challenge the way things are done in DExEU [▲]	16	46	22	11	61%	0	+15 ♦	+9 ♦	

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 DExEU [^]	27	38	22	9	5	65%	0	+3 ♦	-4 ♦
B48 I would recommend DExEU as a great place to work [^]	19	36	26	14	5	55%	-4 ♦	0	-8 ♦
B49 I feel a strong personal attachment to DExEU [^]	16	28	30	19	7	44%	0	-5 ♦	-13 ♦
B50 DExEU inspires me to do the best in my job [^]	17	43	22	12	5	60%	-1	+13 ♦	+6 ♦
B51 DExEU motivates me to help it achieve its objectives [^]	16	41	27	12	5	57%	-2	+11 ♦	+3 ♦

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 DExEU will take action on the results from this survey [^]	19	45	18	12	5	64%	-10 ♦	+14 ♦	+6 ♦
B53 Where I work, I think effective action has been taken on the results of the last survey	10	24	55	8	5	34%	+15 ♦	-2 ♦	-11 ♦

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	33	54	7			87%	+3 ♦	-1 ♦	-3 ♦
B55 I believe I would be supported if I try a new idea, even if it may not work	26	52	14	6		78%	-1	+7 ♦	+2 ♦
B56 In DExEU, people are encouraged to speak up when they identify a serious policy or delivery risk	31	46	15	5		78%	New	+12 ♦	+7 ♦
B57 I feel able to challenge inappropriate behaviour in the workplace	23	49	17	8		72%	New	+9 ♦	+4 ♦
B58 DExEU is committed to creating a diverse and inclusive workplace	28	42	20	8		69%	New	-4 ♦	-8 ♦

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 DExEU actively role model the behaviours set out in the Civil Service Leadership Statement [^]	20	50	23	6		69%	-6 ♦	+23 ♦	+15 ♦
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	30	44	16	5		74%	-8 ♦	+8 ♦	+2 ♦

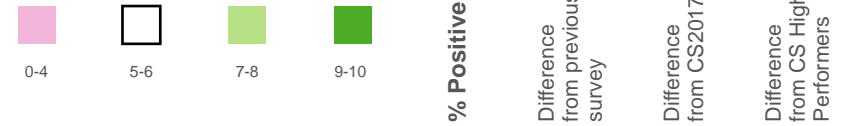
Civil Service vision

	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'	18	50	10	18		68%	New	+25 ♦	+13 ♦
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	12	34	25	24		47%	New	+10 ♦	+2 ♦

All questions by theme

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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?	10	25	54	12	65%	-3 ♦	-1	-3 ♦
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	22	50	20	70%	-6 ♦	-1	-3 ♦
W03 Overall, how happy did you feel yesterday?	16	24	44	16	60%	-5 ♦	-3 ♦	-5 ♦

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 CS2017	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	12	27	20	41	39%	+1	-10 ♦	-13 ♦



All questions by theme

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Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for DExEU?^

			Difference from previous survey	Difference from CS2017	Difference from CS High Performers
I want to leave DExEU as soon as possible		11%	+2	+3	-1 ◆
I want to leave DExEU within the next 12 months		33%	+9 ◆	+19 ◆	+15 ◆
I want to stay working for DExEU for at least the next year		48%	-11 ◆	+14 ◆	+9 ◆
I want to stay working for DExEU for at least the next three years		8%	-1	-36 ◆	-44 ◆

The Civil Service Code

Differences are based on '% Yes' score

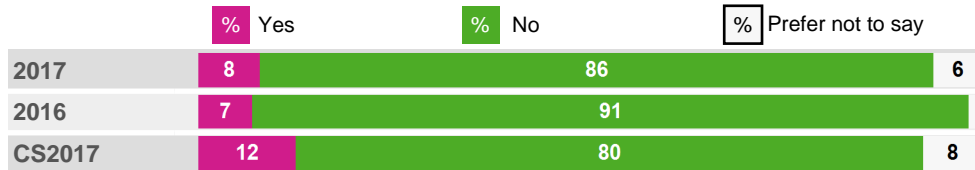
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		6	94%	-4	+2 ◆	-1 ◆
D02. Are you aware of how to raise a concern under the Civil Service Code?		44	56%	-11 ◆	-12 ◆	-18 ◆
D03. Are you confident that if you raised a concern under the Civil Service Code in DExEU it would be investigated properly?^		22	78%	-7 ◆	+8 ◆	+3 ◆

All questions by theme

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 ▲ indicates a variation in question wording from your previous survey

Discrimination, harassment and bullying

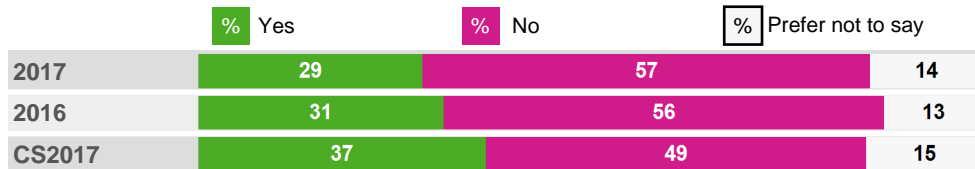
E01. During the past 12 months have you personally experienced discrimination at work?



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	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	13
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	23
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	10
Working location	--
Working pattern	--
Any other grounds	--
Prefer not to say	--

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	--
Your manager	18
Another manager in my part of DExEU	10
Someone you manage	--
Someone who works for another part of DExEU	--
A member of the public	--
Someone else	--
Prefer not to say	--

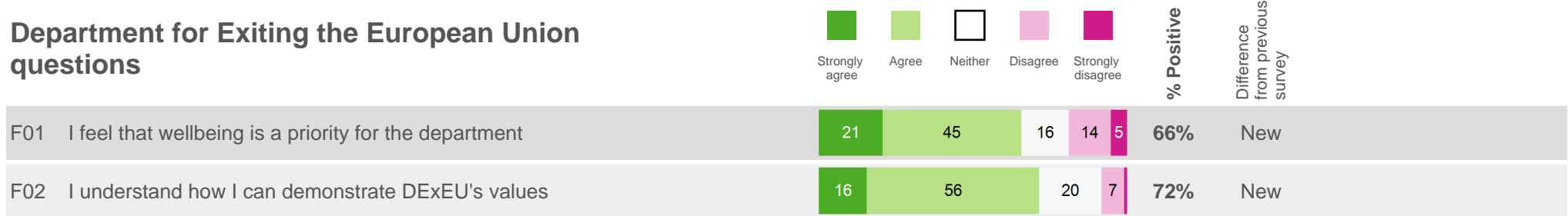
Please note: Counts of fewer than ten responses are suppressed and replaced with '--'



All questions by theme

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

Department for Exiting the European Union questions



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.