



✧ Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.





## Civil Service People Survey 2009 to 2018: Employee engagement and theme scores over time

The Civil Service People Survey has run in October each year since 2009, meaning that 2018 marks our 10 year anniversary. The table and charts below tell you how your average Employee Engagement Index and theme scores have changed over time, for each year your organisation has participated in the survey.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Engagement Index	-	-	-	-	-	-	-	54%	56%	62%
My work	-	-	-	-	-	-	-	77%	79%	80%
Organisational objectives and purpose	-	-	-	-	-	-	-	52%	75%	80%
My manager	-	-	-	-	-	-	-	68%	70%	73%
My team	-	-	-	-	-	-	-	81%	82%	84%
Learning and development	-	-	-	-	-	-	-	56%	59%	64%
Inclusion and fair treatment	-	-	-	-	-	-	-	79%	80%	83%
Resources and workload	-	-	-	-	-	-	-	71%	71%	74%
Pay and benefits	-	-	-	-	-	-	-	26%	25%	37%
Leadership and managing change	-	-	-	-	-	-	-	41%	51%	57%
<i>Response rate</i>	-	-	-	-	-	-	-	86%	90%	95%



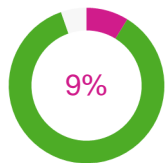
Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

## Drivers of Engagement

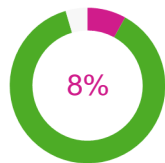
Rank		% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	F09 I feel positive about the future of BEIS	61%	New	--	--
2	B03 My work gives me a sense of personal accomplishment	77%	+1 ◇	0	-2 ◇
3	B40 I believe that the Permanent Secretary and Directors General have a clear vision for the future of BEIS	55%	+6 ◇	+7 ◇	-2 ◇
4	B46 I think it is safe to challenge the way things are done in BEIS	56%	+4 ◇	+8 ◇	+2 ◇
5	B43 When changes are made in BEIS they are usually for the better	44%	+13 ◇	+9 ◇	+1 ◇

## Discrimination, bullying and harassment

■ % responding Yes
 ■ % responding No
  % responding Prefer not to say



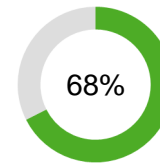
During the past 12 months have you personally experienced discrimination at work?



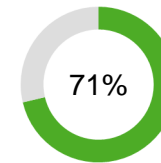
During the past 12 months have you personally experienced bullying or harassment at work?

## Wellbeing

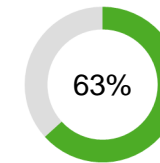
■ % responding positively (Answering 7,8,9 or 10 for W01 – W03)
 ■ % responding negatively (Answering 6,7,8,9 or 10 for W04)



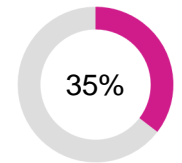
W01. Overall, how satisfied are you with your life nowadays?



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

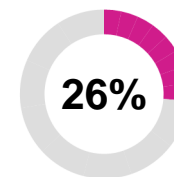


W03. Overall, how happy did you feel yesterday?

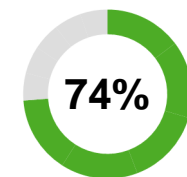


W04. Overall, how anxious did you feel yesterday?

## Proxy Stress Index

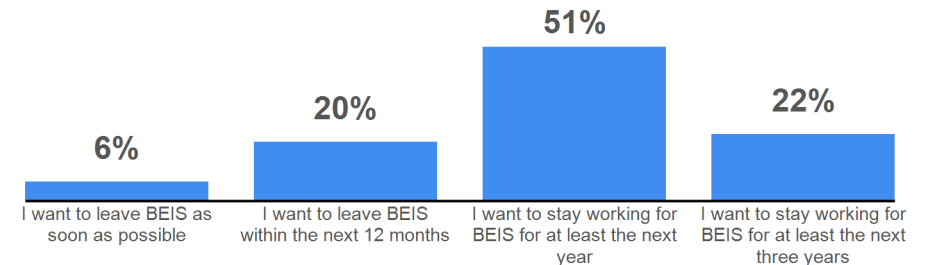


## PERMA Index



For further information about these indices, please refer to page 17.

## Your plans for the future





## 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	91%	F08 I feel my views on transformation are listened to	49%	F18 I often worry about work problems when not working	52%
B01 I am interested in my work	91%	B17 Poor performance is dealt with effectively in my team	46%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	46%
B09 My manager is considerate of my life outside work	89%	B53 Where I work, I think effective action has been taken on the results of the last survey	42%	F19 I am often too tired after work to enjoy other activities	46%
B26 I am treated with respect by the people I work with	89%	B43 When changes are made in BEIS they are usually for the better	42%	F20 I would prefer to work shorter hours than at present in my current job	43%
B31 I have the skills I need to do my job effectively	88%	F07 I feel I have had opportunities to have my say on changes being made as part of transformation	37%	B35 I feel that my pay adequately reflects my performance	40%



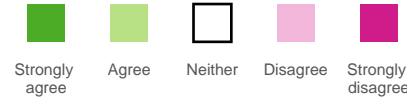
All questions by theme

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

My work

80%

+1 ◆ Difference from previous survey



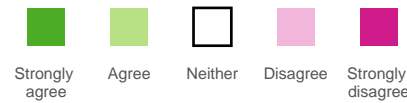
% Positive  
Difference from previous survey  
Difference from CS2018  
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B01 I am interested in my work	44	47	6			91%	+1 ◆	+1 ◆	-2 ◆
B02 I am sufficiently challenged by my work	37	45	9	7		82%	+1 ◆	+1 ◆	-1 ◆
B03 My work gives me a sense of personal accomplishment	28	49	13	8		77%	+1 ◆	0	-2 ◆
B04 I feel involved in the decisions that affect my work	20	45	18	12		65%	+2 ◆	+7 ◆	+2 ◆
B05 I have a choice in deciding how I do my work	34	49	10	5		83%	0	+6 ◆	+2 ◆

Organisational objectives and purpose

80%

+5 ◆ Difference from previous survey



% Positive  
Difference from previous survey  
Difference from CS2018  
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B06 I have a clear understanding of BEIS's objectives	23	56	14	6		79%	+5 ◆	-2 ◆	-7 ◆
B07 I understand how my work contributes to BEIS's objectives	28	54	12	5		82%	+4 ◆	-2 ◆	-6 ◆



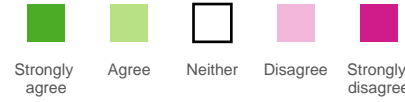
All questions by theme

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

My manager

73%

+3 ◆ Difference from previous survey



% Positive  
Difference from previous survey  
Difference from CS2018  
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B08 My manager motivates me to be more effective in my job	30	45	13	8	8	76%	+2 ◆	+5 ◆	0
B09 My manager is considerate of my life outside work	53	36	7	7	7	89%	+2 ◆	+4 ◆	+1 ◆
B10 My manager is open to my ideas	48	39	8	8	8	87%	+1 ◆	+5 ◆	+1 ◆
B11 My manager helps me to understand how I contribute to BEIS's objectives	23	42	24	9	9	65%	+2 ◆	-2 ◆	-7 ◆
B12 Overall, I have confidence in the decisions made by my manager	38	42	12	5	5	81%	0	+4 ◆	0
B13 My manager recognises when I have done my job well	41	42	11	11	11	83%	+1 ◆	+3 ◆	0 ◆
B14 I receive regular feedback on my performance	26	43	16	12	12	69%	+6 ◆	+1 ◆	-4 ◆
B15 The feedback I receive helps me to improve my performance	25	42	22	9	9	67%	+4 ◆	+3 ◆	-2 ◆
B16 I think that my performance is evaluated fairly	25	45	21	6	6	70%	+8 ◆	+3 ◆	-2 ◆
B17 Poor performance is dealt with effectively in my team	11	28	46	11	5	39%	+2 ◆	-1 ◆	-5 ◆



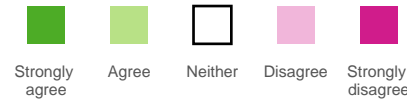
## All questions by theme

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### My team

**84%**

**+2** ◆ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2018

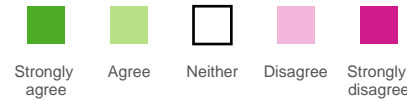
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	41	46	8	5	0	87%	+1 ◆	+1 ◆	0 ◆
B19	The people in my team work together to find ways to improve the service we provide	36	49	10	5	0	84%	+2 ◆	+2 ◆	-1 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	34	47	13	5	0	81%	+3 ◆	+4 ◆	0 ◆

### Learning and development

**64%**

**+5** ◆ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	21	50	18	8	0	72%	+5 ◆	+8 ◆	+3 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	20	43	28	8	0	62%	+5 ◆	+9 ◆	+3 ◆
B23	There are opportunities for me to develop my career in BEIS	20	45	21	9	5	65%	+8 ◆	+17 ◆	+9 ◆
B24	Learning and development activities I have completed while working for BEIS are helping me to develop my career	17	39	31	10	0	57%	+4 ◆	+9 ◆	+3 ◆



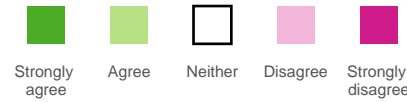
## All questions by theme

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### Inclusion and fair treatment

83%

+3 ◆ Difference from previous survey



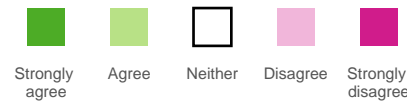
% Positive  
Difference from previous survey  
Difference from CS2018  
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B25 I am treated fairly at work	38	49	8	7	8	87%	+3 ◆	+6 ◆	+3 ◆
B26 I am treated with respect by the people I work with	43	46	7	7	7	89%	+1 ◆	+3 ◆	+1 ◆
B27 I feel valued for the work I do	30	46	14	7	7	76%	+3 ◆	+8 ◆	+3 ◆
B28 I think that BEIS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	35	47	11	7	7	83%	+5 ◆	+6 ◆	+3 ◆

### Resources and workload

74%

+3 ◆ Difference from previous survey



% Positive  
Difference from previous survey  
Difference from CS2018  
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B29 I get the information I need to do my job well	15	57	17	9	9	72%	+1 ◆	+1 ◆	-3 ◆
B30 I have clear work objectives	20	54	15	9	9	74%	+2 ◆	-2 ◆	-6 ◆
B31 I have the skills I need to do my job effectively	27	60	9	9	9	88%	+1 ◆	-1 ◆	-4 ◆
B32 I have the tools I need to do my job effectively	19	57	14	8	8	76%	+8 ◆	+5 ◆	0 ◆
B33 I have an acceptable workload	13	49	17	16	6	62%	+2 ◆	+2 ◆	-4 ◆
B34 I achieve a good balance between my work life and my private life	21	49	15	12	12	70%	+3 ◆	+1 ◆	-5 ◆



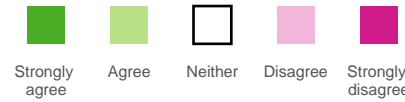
## All questions by theme

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### Pay and benefits

37%

+11 ♦ Difference from previous survey



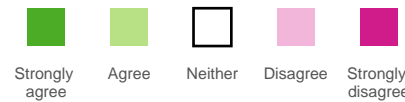
**% Positive**  
 Difference from previous survey  
 Difference from CS2018  
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	6	33	21	25	15	39%	+12 ♦	+8 ♦	+2 ♦
B36 I am satisfied with the total benefits package	6	32	25	24	13	39%	+11 ♦	+3 ♦	-5 ♦
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	26	22	27	19	32%	+11 ♦	+5 ♦	-1 ♦

### Leadership and managing change

57%

+6 ♦ Difference from previous survey



**% Positive**  
 Difference from previous survey  
 Difference from CS2018  
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B38 Senior Civil Servants (SCS) in BEIS are sufficiently visible	19	55	14	9		74%	+5 ♦	+13 ♦	+3 ♦
B39 I believe the actions of Senior Civil Servants (SCS) are consistent with BEIS's values	16	48	27	6		64%	+6 ♦	+12 ♦	+2 ♦
B40 I believe that the Permanent Secretary and Directors General have a clear vision for the future of BEIS	13	42	35	8		55%	+6 ♦	+7 ♦	-2 ♦
B41 Overall, I have confidence in the decisions made by BEIS's Senior Civil Servants (SCS)	13	48	29	7		61%	+7 ♦	+12 ♦	+3 ♦
B42 I feel that change is managed well in BEIS	6	38	32	19	5	44%	+7 ♦	+11 ♦	+2 ♦
B43 When changes are made in BEIS they are usually for the better	6	37	42	11		44%	+13 ♦	+9 ♦	+1 ♦
B44 BEIS keeps me informed about matters that affect me	11	59	20	8		70%	+6 ♦	+11 ♦	+4 ♦
B45 I have the opportunity to contribute my views before decisions are made that affect me	9	38	31	17	6	46%	-3 ♦	+6 ♦	-2 ♦
B46 I think it is safe to challenge the way things are done in BEIS	11	45	29	11		56%	+4 ♦	+8 ♦	+2 ♦



## All questions by theme

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### Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B47 I am proud when I tell others I am part of BEIS	18	44	28	7	7	62%	+9 ◆	-3 ◆	-8 ◆
B48 I would recommend BEIS as a great place to work	20	46	24	7	7	66%	+15 ◆	+8 ◆	+1 ◆
B49 I feel a strong personal attachment to BEIS	12	29	34	20	6	40%	+6 ◆	-12 ◆	-17 ◆
B50 BEIS inspires me to do the best in my job	12	37	35	12	7	49%	+9 ◆	-1 ◆	-8 ◆
B51 BEIS motivates me to help it achieve its objectives	11	36	36	13	7	47%	+8 ◆	0	-7 ◆

### Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B52 I believe that Senior Civil Servants (SCS) in BEIS will take action on the results from this survey	15	46	24	10	7	62%	+5 ◆	+12 ◆	+3 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	14	32	42	9	7	46%	+3 ◆	+10 ◆	+1 ◆



All questions by theme

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Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	35	55	5	5	0	91%	+3 ◆	+2 ◆	0
B55 I believe I would be supported if I try a new idea, even if it may not work	24	53	15	6	2	77%	+2 ◆	+5 ◆	+1 ◆
B56 In BEIS, people are encouraged to speak up when they identify a serious policy or delivery risk	21	51	19	6	3	73%	+4 ◆	+5 ◆	-1 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	19	51	18	8	3	71%	+3 ◆	+5 ◆	+1 ◆
B58 BEIS is committed to creating a diverse and inclusive workplace	30	51	12	5	2	82%	+3 ◆	+7 ◆	+3 ◆

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B59 Senior Civil Servants (SCS) in BEIS actively role model the behaviours set out in the Civil Service Leadership Statement	13	46	32	6	3	59%	+5 ◆	+11 ◆	+2 ◆
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	27	46	19	5	1	73%	+1 ◆	+6 ◆	0

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B61 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	15	51	15	17	2	65%	+8 ◆	+15 ◆	-1 ◆
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	10	37	27	22	4	47%	+6 ◆	+5 ◆	-3 ◆



## 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.

	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	11	22	55	12	68%	0	+1 ◆	-1 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	20	53	18	71%	0	0	-3 ◆
W03 Overall, how happy did you feel yesterday?	14	23	47	17	63%	-1	+1 ◆	-2 ◆

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	0-1	2-3	4-5	6-10	% Negative	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	15	29	21	35	35%	+2 ◆	+3 ◆	+6 ◆



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### Your plans for the future

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

			Difference from previous survey	Difference from CS2018	Difference from CS High Performers
I want to leave BEIS as soon as possible		6%	-2 ◇	-1 ◇	-6 ◇
I want to leave BEIS within the next 12 months		20%	-3 ◇	+5 ◇	+1 ◇
I want to stay working for BEIS for at least the next year		51%	+3 ◇	+17 ◇	+12 ◇
I want to stay working for BEIS for at least the next three years		22%	+2 ◇	-21 ◇	-30 ◇

### The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		4	96%	0 ◇	+4 ◇	+2 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		39	61%	-5 ◇	-6 ◇	-12 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in BEIS it would be investigated properly?		25	75%	0	+5 ◇	-1 ◇

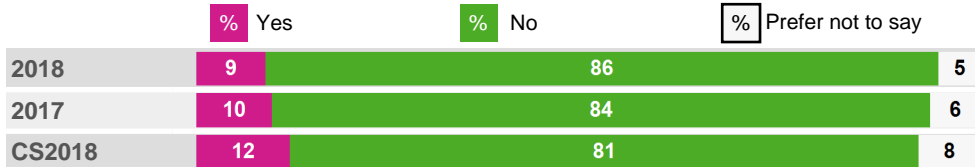


## All questions by theme

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### Discrimination, harassment and bullying

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

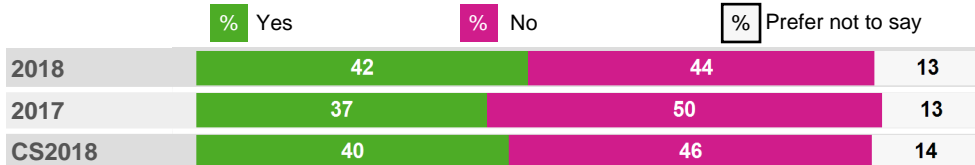


E03. During the past 12 months have you personally experienced bullying or harassment at work?



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)

	Response Count
Age	86
Caring responsibilities	29
Disability	40
Ethnic background	52
Gender	72
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	127
Main spoken/written language or language ability	21
Marital status	--
Pregnancy, maternity or paternity	--
Religion or belief	--
Sexual orientation	15
Social or educational background	38
Working location	39
Working pattern	81
Any other grounds	66
Prefer not to say	28

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	93
Your manager	94
Another manager in my part of BEIS	80
Someone you manage	--
Someone who works for another part of BEIS	32
A member of the public	--
Someone else	24
Prefer not to say	41

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 Business, Energy and Industrial Strategy questions

\* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01 I feel comfortable being myself at work	29	55	9	6	84%	+1 ◆	
F02 I feel comfortable talking about general diversity and inclusion matters with colleagues	28	54	11	5	82%	0	
F03 My directorate is committed to being diverse and inclusive	33	51	12	6	84%	+1 ◆	
F04 I feel informed about why we are transforming	14	48	25	10	63%	+1 ◆	
F05 I feel informed about the changes happening as part of transformation	14	47	26	11	61%	New	
F06 I feel my manager is helping my team implement change in line with the Transformation Programme	13	39	37	9	52%	New	
F07 I feel I have had opportunities to have my say on changes being made as part of transformation	10	35	37	14	45%	-11 ◆	
F08 I feel my views on transformation are listened to	9	26	49	12	35%	-2 ◆	
F09 I feel positive about the future of BEIS	13	48	28	8	61%	New	
F10 I have regular conversations with my line manager to review performance	27	47	12	10	74%	New	
F11 My manager coaches me on my development and performance	24	41	18	13	64%	+4 ◆	
F12 I feel comfortable giving feedback to my manager	29	46	13	9	75%	+3 ◆	
F13 I have created a personal development plan	Yes: 64% No: 29% N/a: 7%			64%	-2 ◆		



All questions by theme

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

Department for Business, Energy and Industrial  
Strategy questions

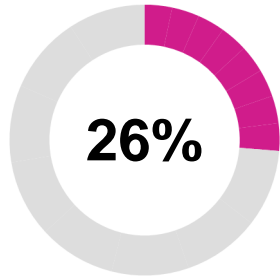
\* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F14	I believe SCS/managers actively promote a culture of innovation within the department	12	44	32	10	5	55%	+5 ◆
F15	The extra benefits I receive at work are valuable to me	13	39	31	13	5	51%	New
F16	The extra benefits I receive at work make me feel appreciated	12	35	34	14	5	47%	New
F17	I find it easy to arrange to take an hour or two off during working hours to take care of personal matters	32	49	9	7	5	80%	New
F18	I often worry about work problems when not working*	15	37	18	24	5	29%	New
F19	I am often too tired after work to enjoy other activities*	14	32	20	28	5	34%	New
F20	I would prefer to work shorter hours than at present in my current job*	14	29	29	24	5	28%	New



## Proxy Stress Index and PERMA Index

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

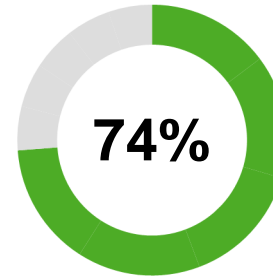


Difference from previous survey	-1 ✦
Difference from CS2018	-3 ✦
Difference from CS High Performers	0 ✦

### Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.

We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.



Difference from previous survey	0 ✦
Difference from CS2018	0 ✦
Difference from CS High Performers	-1 ✦

### PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index. A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

	% positive
B05 I have a choice in deciding how I do my work	83%
B08 My manager motivates me to be more effective in my job	76%
B18 The people in my team can be relied upon to help when things get difficult in my job	87%
B26 I am treated with respect by the people I work with	89%
B30 I have clear work objectives	74%
B33 I have an acceptable workload	62%
B45 I have the opportunity to contribute my views before decisions are made that affect me	46%
E03 During the past 12 months have you personally experienced bullying or harassment at work?	87%

	% positive
B01 I am interested in my work	91%
B03 My work gives me a sense of personal accomplishment	77%
B18 The people in my team can be relied upon to help when things get difficult in my job	87%
W01 Overall, how satisfied are you with your life nowadays?	68%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	71%



## 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 <b>Theme score % positive</b> ).
Previous survey	Comparisons to the previous survey relate to the results from the 2017 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.
CS2018	The CS2018 benchmark is the median percent positive across all organisations that participated in the 2018 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 2018 Civil Service People Survey. The 'CS High Performer' comparator for the Proxy Stress Index has been corrected (reissued 23/11/2018).

### Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared. For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

### Statistical significance: ✦

Statistical testing has been carried out to identify statistically significant\* differences between your results and a number of comparators. You can therefore be confident that the difference represents a real difference in opinion between the results.

\*Note, there needs to be 30 responses at question level, 20 responses at theme level or 10 responses at index level for statistical testing to be carried out on the corresponding scores.

### 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. A statistical technique (a form of regression) is used to identify the extent to which each question in the survey has an association with engagement. Questions identified as having an association are called 'Drivers of engagement': page 3 of this report shows the questions that had the strongest association with engagement in this unit.

### Confidentiality

The survey was carried out as part of the 2018 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.

ORC's Privacy Policy ([www.orcinternational.co.uk/privacy](http://www.orcinternational.co.uk/privacy)) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.