Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

✧ Statistically significant difference from comparison

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

Engagement Index

59%

Difference from previous survey	0
Difference from CS2018	-3 ✧
Difference from CS High Performers	-7 ✧

My work

70%

Difference from previous survey	-1 ✧
Difference from CS2018	-6 ✧
Difference from CS High Performers	-10 ✧

Organisational objectives and purpose

78%

Difference from previous survey	0
Difference from CS2018	-5 ✧
Difference from CS High Performers	-10 ✧

My manager

71%

Difference from previous survey	+1 ✧
Difference from CS2018	+1 ✧
Difference from CS High Performers	-2 ✧

My team

78%

Difference from previous survey	0
Difference from CS2018	-3 ✧
Difference from CS High Performers	-6 ✧

Learning and development

53%

Difference from previous survey	-1 ✧
Difference from CS2018	-1 ✧
Difference from CS High Performers	-6 ✧

Inclusion and fair treatment

74%

Difference from previous survey	0
Difference from CS2018	-3 ✧
Difference from CS High Performers	-7 ✧

Resources and workload

71%

Difference from previous survey	-2 ✧
Difference from CS2018	-1 ✧
Difference from CS High Performers	-4 ✧

Pay and benefits

28%

Difference from previous survey	-2 ✧
Difference from CS2018	-3 ✧
Difference from CS High Performers	-9 ✧

Leadership and managing change

43%

Difference from previous survey	-1 ✧
Difference from CS2018	-3 ✧
Difference from CS High Performers	-11 ✧

Department for Transport Corporate Report (including the agencies)
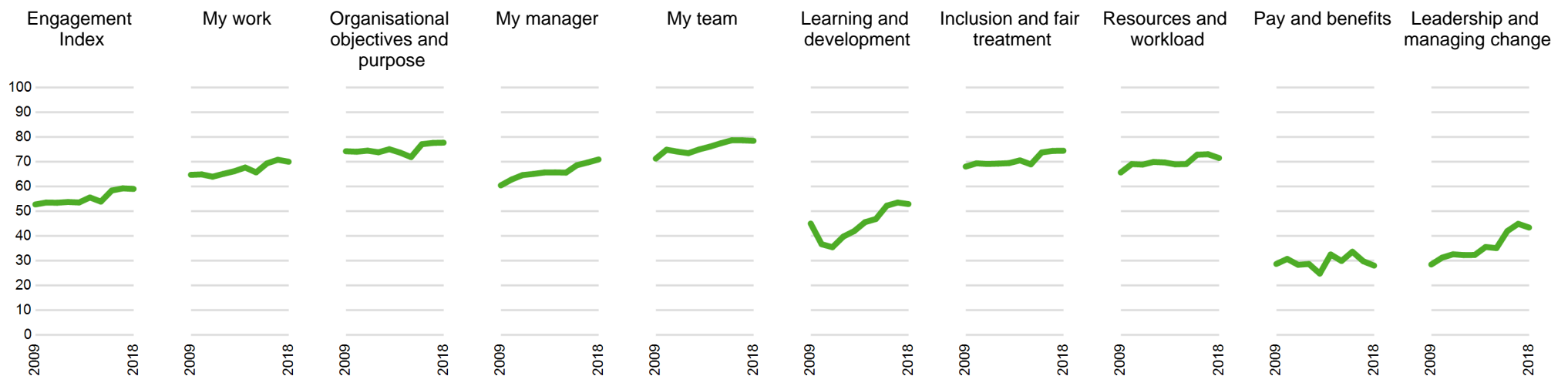
Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

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	53%	53%	53%	54%	53%	56%	54%	58%	59%	59%
My work	65%	65%	64%	65%	66%	68%	66%	69%	71%	70%
Organisational objectives and purpose	74%	74%	74%	74%	75%	74%	72%	77%	78%	78%
My manager	60%	63%	65%	65%	66%	66%	66%	69%	70%	71%
My team	71%	75%	74%	73%	75%	76%	77%	79%	79%	78%
Learning and development	45%	37%	35%	40%	42%	46%	47%	52%	53%	53%
Inclusion and fair treatment	68%	69%	69%	69%	69%	71%	69%	74%	74%	74%
Resources and workload	66%	69%	69%	70%	70%	69%	69%	73%	73%	71%
Pay and benefits	29%	31%	28%	29%	25%	32%	30%	34%	30%	28%
Leadership and managing change	28%	31%	33%	32%	32%	35%	35%	42%	45%	43%
Response rate	*64%*	*65%*	*74%*	*71%*	*69%*	*68%*	*77%*	*72%*	*77%*	*81%*

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

✧ Statistically significant difference from comparison

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	B03	My work gives me a sense of personal accomplishment	72%	0	-5 ✧	-7 ✧
2	B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	50%	+8 ✧	+8 ✧	-1 ✧
3	B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	46%	0	-1 ✧	-7 ✧
4	B43	When changes are made in [my organisation] they are usually for the better	34%	-1 ✧	-1 ✧	-8 ✧
5	B27	I feel valued for the work I do	62%	0	-6 ✧	-11 ✧

Discrimination, bullying and harassment

🟥 *% responding Yes*   🟩 *% responding No*   ⬜ *% responding Prefer not to say*
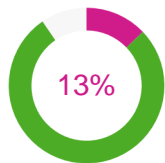
13% During the past 12 months have you personally experienced discrimination at work?
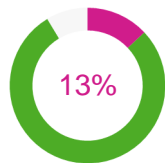
13% During the past 12 months have you personally experienced bullying or harassment at work?
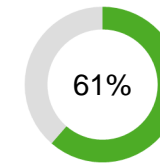
Wellbeing

🟩 *% responding positively (Answering 7,8,9 or 10 for W01 – W03)*   🟥 *% responding negatively (Answering 6,7,8,9 or 10 for W04)*
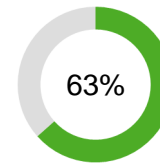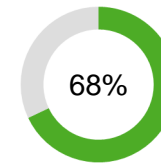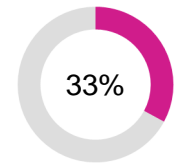
63% W01. Overall, how satisfied are you with your life nowadays?

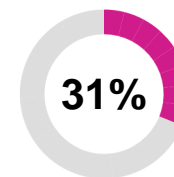**68%** W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
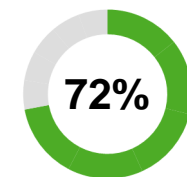
61% W03. Overall, how happy did you feel yesterday?

33% W04. Overall, how anxious did you feel yesterday?

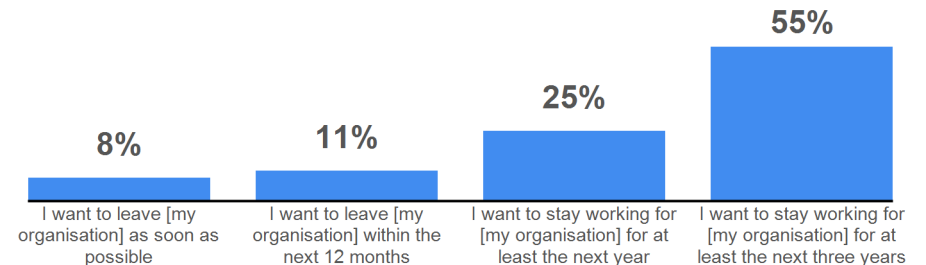### Proxy Stress Index

31%

PERMA Index

72%

For further information about these indices, please refer to page 15.

Your plans for the future

- **8%** I want to leave [my organisation] as soon as possible
- **11%** I want to leave [my organisation] within the next 12 months
- **25%** I want to stay working for [my organisation] for at least the next year
- **55%** I want to stay working for [my organisation] for at least the next three years

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

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	87%	B59 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	37%	B35 I feel that my pay adequately reflects my performance	57%
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	36%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	57%
B31 I have the skills I need to do my job effectively	86%	B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	35%	B36 I am satisfied with the total benefits package	46%
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	34%	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]	39%

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018
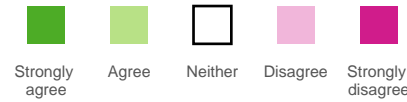
All questions by theme

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

My work — 70% — -1 ✧ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	39	48	8			87%	0	-3 ✧	-5 ✧
B02	I am sufficiently challenged by my work	33	45	12	8		78%	0	-3 ✧	-5 ✧
B03	My work gives me a sense of personal accomplishment	27	45	14	10		72%	0	-5 ✧	-7 ✧
B04	I feel involved in the decisions that affect my work	16	35	19	19	11	51%	-2 ✧	-8 ✧	-13 ✧
B05	I have a choice in deciding how I do my work	22	39	15	14	9	62%	-2 ✧	-16 ✧	-19 ✧

Organisational objectives and purpose — 78% — 0 Difference from previous survey
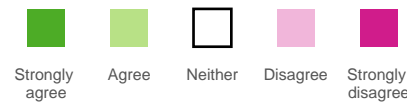
Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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 [my organisation's] objectives	21	55	14	7		76%	0	-5 ✧	-10 ✧
B07	I understand how my work contributes to [my organisation's] objectives	26	54	13	5		79%	0	-4 ✧	-8 ✧

Department for Transport Corporate Report (including the agencies)

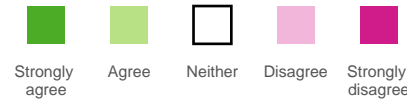Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

All questions by theme

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

My manager	71%	+1 ✧ Difference from previous survey	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			29	43	16	8	5	71%	+1 ✧	0	-4 ✧
B09 My manager is considerate of my life outside work			46	37	10			83%	+2 ✧	-3 ✧	-6 ✧
B10 My manager is open to my ideas			38	41	12	5		79%	0	-4 ✧	-7 ✧
B11 My manager helps me to understand how I contribute to [my organisation's] objectives			26	41	21	8		67%	+1	0	-5 ✧
B12 Overall, I have confidence in the decisions made by my manager			34	40	14	7	5	74%	+1 ✧	-2 ✧	-6 ✧
B13 My manager recognises when I have done my job well			37	42	11	6		79%	+1 ✧	-1 ✧	-4 ✧
B14 I receive regular feedback on my performance			30	43	14	9		74%	+3 ✧	+6 ✧	0
B15 The feedback I receive helps me to improve my performance			28	39	21	9		66%	+1 ✧	+2 ✧	-2 ✧
B16 I think that my performance is evaluated fairly			26	41	18	9	6	67%	+2 ✧	+1 ✧	-5 ✧
B17 Poor performance is dealt with effectively in my team			16	31	33	12	8	47%	+1 ✧	+7 ✧	+3 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018
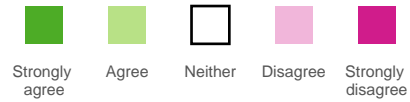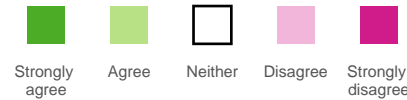
All questions by theme

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

My team — 78% — 0 Difference from previous survey

		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	44	9			84%	0	-1 ✧	-3 ✧
B19	The people in my team work together to find ways to improve the service we provide	36	44	13	6		79%	0	-3 ✧	-6 ✧
B20	The people in my team are encouraged to come up with new and better ways of doing things	31	41	17	8		71%	0	-5 ✧	-9 ✧

Learning and development — 53% — -1 ✧ Difference from previous survey

		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	16	48	20	11	5	64%	0	0	-4 ✧
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	15	34	31	13	7	49%	0	-4 ✧	-10 ✧
B23	There are opportunities for me to develop my career in [my organisation]	15	37	23	14	10	52%	-2 ✧	+4 ✧	-4 ✧
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	13	33	30	15	9	46%	0	-1 ✧	-7 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

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

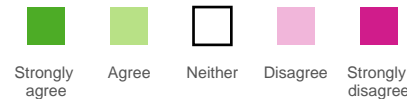## Inclusion and fair treatment — 74% — 0 Difference from previous survey

		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	29	48	11	7		78%	0	-3 ✧	-6 ✧
B26	I am treated with respect by the people I work with	34	50	9			85%	0	-1 ✧	-3 ✧
B27	I feel valued for the work I do	23	40	17	13	8	62%	0	-6 ✧	-11 ✧
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	28	45	17	6	5	73%	+1 ✧	-4 ✧	-7 ✧

Resources and workload — 71% — -2 ✧ Difference from previous survey

		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	53	17	11		68%	-1 ✧	-2 ✧	-7 ✧
B30	I have clear work objectives	20	56	14	7		76%	0	0	-4 ✧
B31	I have the skills I need to do my job effectively	28	58	9			86%	-1 ✧	-3 ✧	-5 ✧
B32	I have the tools I need to do my job effectively	19	51	14	11		70%	-2 ✧	-1 ✧	-7 ✧
B33	I have an acceptable workload	13	48	17	15	8	61%	-3 ✧	0	-5 ✧
B34	I achieve a good balance between my work life and my private life	21	47	15	11	7	68%	-2 ✧	-2 ✧	-7 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

All questions by theme

Pay and benefits   **28%**   -2 ✧ Difference from previous survey
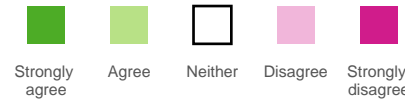
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

	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		22	17	28	29	27%	-2 ✧	-4 ✧	-11 ✧
B36	I am satisfied with the total benefits package	5	27	22	24	21	32%	-2 ✧	-3 ✧	-11 ✧
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	20	19	27	29	25%	-2 ✧	-2 ✧	-8 ✧

Leadership and managing change   **43%**   -1 ^ Difference from previous survey
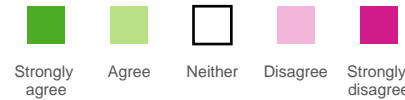
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B38	[Senior managers] in [my organisation] are sufficiently visible	14	42	18	16	10	56%	0	-6 ✧	-15 ✧
B39	I believe the actions of [senior managers] are consistent with [my organisation's] values	11	37	30	13	9	48%	-1	-5 ✧	-14 ✧
B40	I believe that [the Executive Team has] a clear vision for the future of [my organisation]	10	36	35	11	8	46%	-3 ✧	-2 ✧	-10 ✧
B41	Overall, I have confidence in the decisions made by [my organisation's senior managers]	10	33	30	15	12	43%	-2 ✧	-6 ✧	-15 ✧
B42	I feel that change is managed well in [my organisation]	5	28	28	26	13	33%	-3 ✧	0	-9 ✧
B43	When changes are made in [my organisation] they are usually for the better	6	28	34	21	11	34%	-1 ✧	-1 ✧	-8 ✧
B44	[My organisation] keeps me informed about matters that affect me	9	46	23	15	8	55%	-1 ✧	-5 ✧	-11 ✧
B45	I have the opportunity to contribute my views before decisions are made that affect me	6	28	26	24	15	34%	-2 ✧	-6 ✧	-14 ✧
B46	I think it is safe to challenge the way things are done in [my organisation]	8	34	26	19	13	42%	-2 ✧	-6 ✧	-12 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

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 CS2018	Difference from CS High Performers
B47	I am proud when I tell others I am part of [my organisation]	17	40	28	10	5	57%	0	-8 ✧	-13 ✧
B48	I would recommend [my organisation] as a great place to work	17	39	25	11	7	56%	-1 ✧	-2 ✧	-9 ✧
B49	I feel a strong personal attachment to [my organisation]	15	31	30	17	8	46%	-1 ✧	-6 ✧	-11 ✧
B50	[My organisation] inspires me to do the best in my job	12	34	31	15	8	46%	0	-4 ✧	-11 ✧
B51	[My organisation] motivates me to help it achieve its objectives	11	32	32	16	8	44%	-1	-4 ✧	-11 ✧

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive			
B52	I believe that [senior managers] in [my organisation] will take action on the results from this survey	10	33	25	18	15	43%	-2 ✧	-6 ✧	-16 ✧
B53	Where I work, I think effective action has been taken on the results of the last survey	10	25	36	15	14	35%	-2 ✧	-1 ✧	-10 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 11,883   Response rate : 81%   Civil Service People Survey 2018

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 CS2018	Difference from CS High Performers
B54	I am trusted to carry out my job effectively	34	54	7			87%	-1 ✧	-2 ✧	-3 ✧
B55	I believe I would be supported if I try a new idea, even if it may not work	20	45	20	10		65%	-1 ✧	-7 ✧	-11 ✧
B56	In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	18	46	20	10	6	64%	0	-3 ✧	-9 ✧
B57	I feel able to challenge inappropriate behaviour in the workplace	17	47	18	11	6	64%	+1 ✧	-1 ✧	-5 ✧
B58	[My organisation] is committed to creating a diverse and inclusive workplace	23	50	19			74%	0	-1 ✧	-5 ✧

Leadership statement

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	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	36	37	10	7	46%	-1 ✧	-3 ✧	-11 ✧
B60	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	24	44	22	6	5	67%	+2 ✧	0	-6 ✧

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'	12	47	21	15	5	59%	+12 ✧	+8 ✧	-7 ✧
B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	10	40	28	16	6	50%	+8 ✧	+8 ✧	-1 ✧

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.

Legend: 0-4 | 5-6 | 7-8 | 9-10

		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?	15	22	47	16	63%	0	-3 ✧	-6 ✧
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	46	22	68%	0	-3 ✧	-6 ✧
W03	Overall, how happy did you feel yesterday?	18	21	39	22	61%	0	-1 ✧	-4 ✧

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

Legend: 0-1 | 2-3 | 4-5 | 6-10

		0-1	2-3	4-5	6-10	% Negative			
W04	Overall, how anxious did you feel yesterday?	24	24	19	33	33%	+1 ✧	+1 ✧	+3 ✧

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 CS2018	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	**11%**	+1 ✧	-4 ✧	-8 ✧
	I want to stay working for [my organisation] for at least the next year	**25%**	+1	-9 ✧	-14 ✧
	I want to stay working for [my organisation] for at least the next three years	**55%**	-2 ✧	+12 ✧	+2 ✧

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?	89 / 11	**89%**	0	-3 ✧	-5 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	66 / 34	**66%**	-1 ✧	-1 ✧	-7 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?	65 / 35	**65%**	0	-6 ✧	-11 ✧

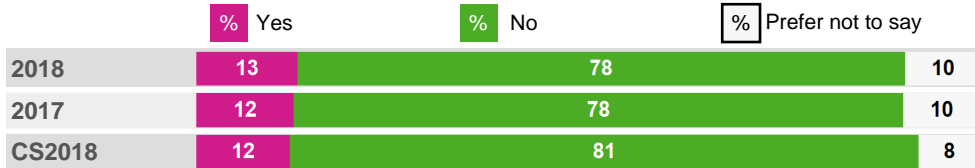## All questions by theme

✧ 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?

	% Yes	% No	% Prefer not to say
2018	13	78	10
2017	12	78	10
CS2018	12	81	8

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

	% Yes	% No	% Prefer not to say
2018	13	78	9
2017	12	80	8
CS2018	11	82	7

For respondents who selected 'Yes' to question E03.
E05. Did you report the bullying and harassment you experienced?

	% Yes	% No	% Prefer not to say
2018	41	44	15
2017	39	46	15
CS2018	40	46	14
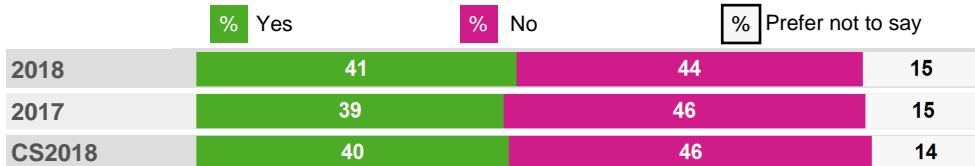
For respondents who selected 'Yes' to question E03.
E06. In your opinion, has this issue been resolved?

	% Yes	% No	% Prefer not to say
2018	18	62	19
2017	19	62	19
CS2018	20	61	18

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	234
Caring responsibilities	192
Disability	233
Ethnic background	121
Gender	204
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	371
Main spoken/written language or language ability	60
Marital status	39
Pregnancy, maternity or paternity	23
Religion or belief	56
Sexual orientation	43
Social or educational background	84
Working location	221
Working pattern	367
Any other grounds	399
Prefer not to say	198

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)

A colleague	505
Your manager	436
Another manager in my part of [the organisation]	422
Someone you manage	73
Someone who works for another part of [your organisation]	148
A member of the public	152
Someone else	66
Prefer not to say	203

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

Proxy Stress Index and PERMA Index

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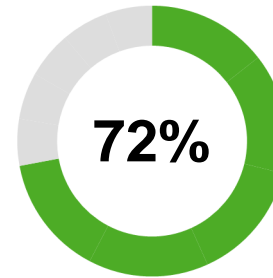^ indicates a variation in question wording from your previous survey

31%

Difference from previous survey	0 ✧
Difference from CS2018	+2 ✧
Difference from CS High Performers	+4 ✧

72%
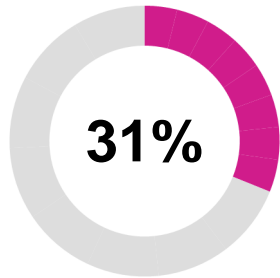
Difference from previous survey	0
Difference from CS2018	-2 ✧
Difference from CS High Performers	-3 ✧

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.

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	62%
B08	My manager motivates me to be more effective in my job	71%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
B26	I am treated with respect by the people I work with	85%
B30	I have clear work objectives	76%
B33	I have an acceptable workload	61%
B45	I have the opportunity to contribute my views before decisions are made that affect me	34%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	78%

		% positive
B01	I am interested in my work	87%
B03	My work gives me a sense of personal accomplishment	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
W01	Overall, how satisfied are you with your life nowadays?	63%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	68%

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 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.

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