Department for Transport (excluding agencies)

Returns : 2,384   Response rate : 94%   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

64%

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

My work

80%

Difference from previous survey	-1	
Difference from CS2018	+4	✧
Difference from CS High Performers	0	

Organisational objectives and purpose

82%

Difference from previous survey	+1	✧
Difference from CS2018	0	
Difference from CS High Performers	-5	✧

My manager

72%

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

My team

82%

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

Learning and development

64%

Difference from previous survey	-1	
Difference from CS2018	+10	✧
Difference from CS High Performers	+5	✧

Inclusion and fair treatment

81%

Difference from previous survey	0	
Difference from CS2018	+3	✧
Difference from CS High Performers	0	

Resources and workload

74%

Difference from previous survey	0	
Difference from CS2018	+1	✧
Difference from CS High Performers	-2	✧

Pay and benefits

31%

Difference from previous survey	-2	✧
Difference from CS2018	0	
Difference from CS High Performers	-6	✧

Leadership and managing change

56%

Difference from previous survey	-3	✧
Difference from CS2018	+10	✧
Difference from CS High Performers	+2	✧

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	57%	50%	52%	53%	50%	57%	61%	63%	65%	64%
My work	77%	74%	75%	76%	77%	79%	80%	80%	81%	80%
Organisational objectives and purpose	80%	65%	75%	76%	77%	79%	81%	82%	82%	82%
My manager	66%	65%	67%	67%	66%	69%	69%	70%	71%	72%
My team	79%	80%	81%	81%	81%	83%	84%	82%	83%	82%
Learning and development	58%	42%	43%	49%	48%	54%	58%	60%	64%	64%
Inclusion and fair treatment	78%	75%	78%	77%	73%	78%	79%	80%	82%	81%
Resources and workload	72%	72%	68%	71%	68%	71%	72%	74%	75%	74%
Pay and benefits	38%	39%	32%	35%	27%	32%	35%	35%	33%	31%
Leadership and managing change	43%	36%	43%	41%	39%	45%	51%	54%	59%	56%
Response rate	*89%*	*80%*	*88%*	*88%*	*78%*	*80%*	*83%*	*85%*	*89%*	*94%*

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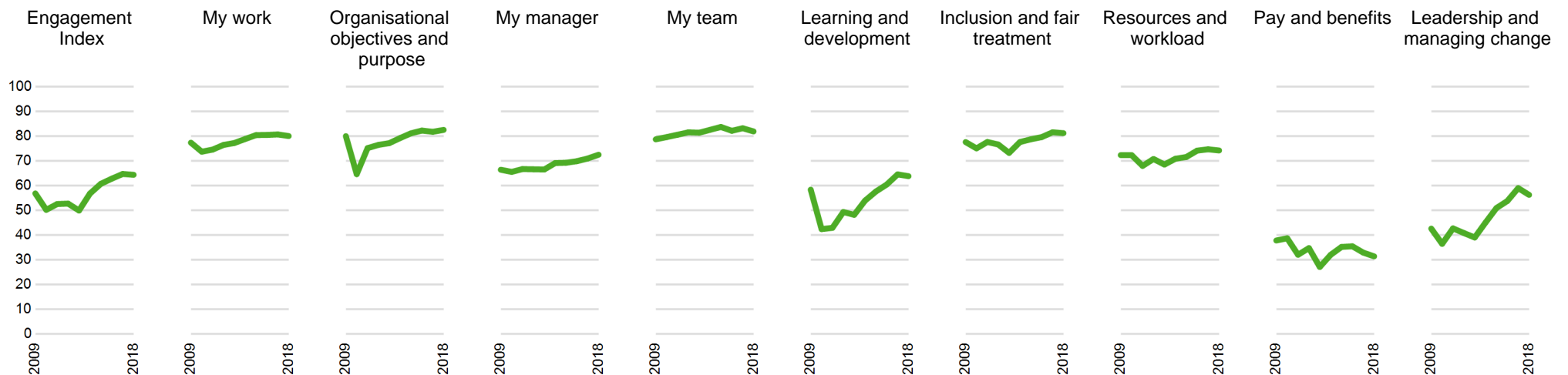
Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

Drivers of Engagement

Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	F01	DfT is a great place to work	**71%**	-1 ✧	--	--
2	F15	All in all, I am satisfied with my job	**71%**	New	--	--
3	B03	My work gives me a sense of personal accomplishment	**78%**	-1 ✧	0 ✧	-2 ✧
4	B43	When changes are made in DfT they are usually for the better	**40%**	-3 ✧	+5 ✧	-2 ✧
5	F03	DfT is an ambitious department. We aim high	**73%**	-4 ✧	--	--

Discrimination, bullying and harassment

🟪 *% responding Yes*   🟩 *% responding No*   ⬜ *% responding Prefer not to say*

10% — During the past 12 months have you personally experienced discrimination at work?

10% — 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)*
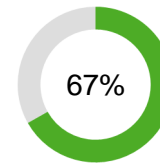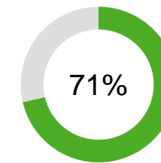
67% — W01. Overall, how satisfied are you with your life nowadays?

71% — W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
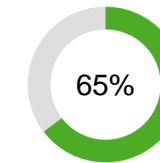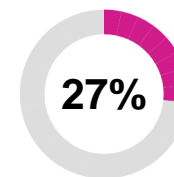
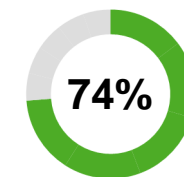**65%** — W03. Overall, how happy did you feel yesterday?
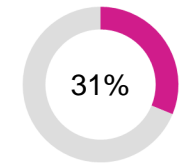
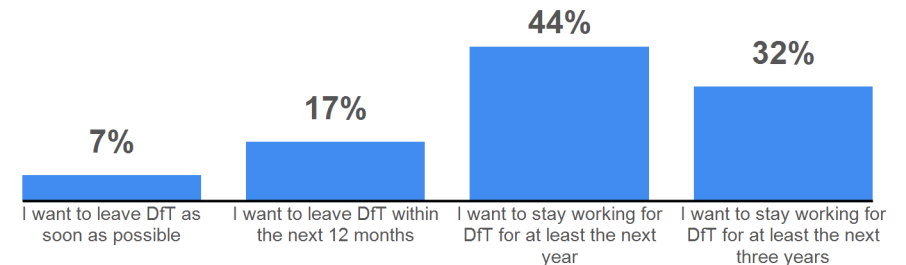**31%** — W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

27%

PERMA Index

74%

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

Your plans for the future

7%	17%	44%	32%
I want to leave DfT as soon as possible	I want to leave DfT within the next 12 months	I want to stay working for DfT for at least the next year	I want to stay working for DfT for at least the next three years

Department for Transport (excluding agencies)

Returns : 2,384   Response rate : 94%   Civil Service People Survey 2018

Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	91%	B17 Poor performance is dealt with effectively in my team	43%	F16 If you said "yes" to the question on personally experiencing bullying or harassment at work in the last 12 months, were you working at DfT at the time?	89%
F06 My manager supports me to work flexibly	90%	B43 When changes are made in DfT they are usually for the better	41%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	50%
B54 I am trusted to carry out my job effectively	89%	B40 I believe that the board has a clear vision for the future of DfT	41%	B35 I feel that my pay adequately reflects my performance	48%
F12 My colleagues help and support me	89%	B53 Where I work, I think effective action has been taken on the results of the last survey	39%	B36 I am satisfied with the total benefits package	45%
B31 I have the skills I need to do my job effectively	88%	B42 I feel that change is managed well in DfT	35%	F07 The department's IT supports the way I want to work	32%

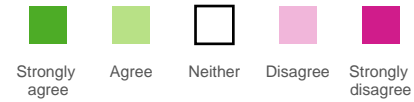**Department for Transport**

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

		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	45	46	5			91%	-1 ✧	+1 ✧	-1 ✧
B02	I am sufficiently challenged by my work	39	42	10	6		81%	-1 ✧	0 ✧	-2 ✧
B03	My work gives me a sense of personal accomplishment	31	47	13	7		78%	-1 ✧	0 ✧	-2 ✧
B04	I feel involved in the decisions that affect my work	22	45	17	11	5	67%	-1	+8 ✧	+4 ✧
B05	I have a choice in deciding how I do my work	35	48	9	5		83%	0	+6 ✧	+2 ✧

Organisational objectives and purpose — 82% — +1 ✧ — Difference from previous survey

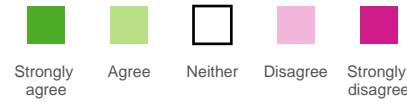|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B06	I have a clear understanding of DfT's objectives	23	58	12	5		81%	0	0	-5 ✧
B07	I understand how my work contributes to DfT's objectives	29	55	11			84%	+1 ✧	0	-4 ✧

All questions by theme

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

My manager

72%   **+2** ✧ Difference from previous survey
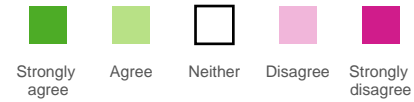
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		% 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	75%	0	+4 ✧	-1 ✧
B09	My manager is considerate of my life outside work	87%	+1 ✧	+1 ✧	-2 ✧
B10	My manager is open to my ideas	86%	+1 ✧	+3 ✧	-1 ✧
B11	My manager helps me to understand how I contribute to DfT's objectives	67%	+1	0	-5 ✧
B12	Overall, I have confidence in the decisions made by my manager	80%	+1	+3 ✧	-1 ✧
B13	My manager recognises when I have done my job well	82%	+1 ✧	+2 ✧	-2 ✧
B14	I receive regular feedback on my performance	72%	+5 ✧	+4 ✧	-1 ✧
B15	The feedback I receive helps me to improve my performance	66%	+1	+2 ✧	-2 ✧
B16	I think that my performance is evaluated fairly	70%	+4 ✧	+3 ✧	-2 ✧
B17	Poor performance is dealt with effectively in my team	41%	+1 ✧	+1 ✧	-3 ✧

Bar chart values (Strongly agree / Agree / Neither / Disagree / Strongly disagree):
- B08: 29, 45, 15, 7
- B09: 51, 36, 8
- B10: 44, 42, 8
- B11: 24, 43, 23, 8
- B12: 35, 45, 12, 6
- B13: 38, 44, 11, 5
- B14: 26, 46, 16, 10
- B15: 24, 42, 22, 8
- B16: 25, 45, 19, 7
- B17: 11, 30, 43, 11, 6

All questions by theme

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

My team — 82% — -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
B18	The people in my team can be relied upon to help when things get difficult in my job	40	45	9			85%	-2 ✧	-1 ✧	-3 ✧
B19	The people in my team work together to find ways to improve the service we provide	35	47	11	5		82%	-2 ✧	0	-3 ✧
B20	The people in my team are encouraged to come up with new and better ways of doing things	32	46	14	5		79%	0	+2 ✧	-2 ✧

Learning and development — 64% — -1 Difference from previous survey

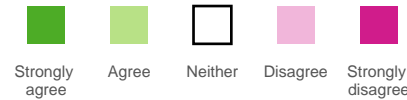|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	23	51	16	8		74%	0	+10 ✧	+5 ✧
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	20	39	30	8		59%	-1 ✧	+6 ✧	0
B23	There are opportunities for me to develop my career in DfT	22	43	21	10	5	65%	-1	+17 ✧	+9 ✧
B24	Learning and development activities I have completed while working for DfT are helping me to develop my career	19	38	30	9		57%	-1 ✧	+10 ✧	+4 ✧

All questions by theme

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

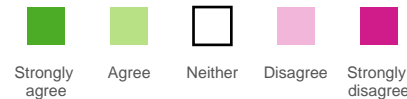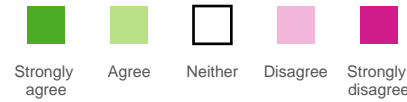### Inclusion and fair treatment — 81% | 0 Difference from previous survey

Legend: 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 (36 / 48 / 9 / 5)	84%	0	+3 ✧	-1 ✧
B26	I am treated with respect by the people I work with (40 / 47 / 7)	87%	0	+2 ✧	-1 ✧
B27	I feel valued for the work I do (30 / 42 / 14 / 8)	73%	-1	+5 ✧	0
B28	I think that DfT respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.) (37 / 45 / 12)	81%	0	+5 ✧	+1 ✧

Resources and workload — 74% | 0 Difference from previous survey

Legend: 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 (16 / 58 / 15 / 9)	74%	0	+4 ✧	-1 ✧
B30	I have clear work objectives (21 / 57 / 13 / 7)	79%	+1	+3 ✧	-1 ✧
B31	I have the skills I need to do my job effectively (27 / 60 / 9)	88%	+1	-1 ✧	-3 ✧
B32	I have the tools I need to do my job effectively (18 / 54 / 15 / 10)	72%	-5 ✧	0	-5 ✧
B33	I have an acceptable workload (12 / 50 / 15 / 15 / 7)	63%	0	+2 ✧	-3 ✧
B34	I achieve a good balance between my work life and my private life (22 / 49 / 14 / 11 / 5)	70%	+1 ✧	+1 ✧	-4 ✧

All questions by theme

Pay and benefits 31%   -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	5	28	20	26	22	33%	-2 ✧	+2 ✧	-5 ✧
B36	I am satisfied with the total benefits package	5	28	22	26	20	32%	-1 ✧	-3 ✧	-11 ✧
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	23	21	25	24	29%	-1 ✧	+2 ✧	-4 ✧

Leadership and managing change 56%   -3 ✧ Difference from previous survey
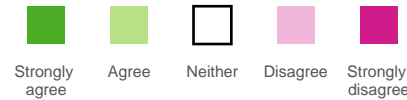
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

	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 DfT are sufficiently visible	23	52	13	8		75%	-2 ✧	+14 ✧	+5 ✧
B39	I believe the actions of senior managers are consistent with DfT's values	18	48	24	7		65%	-1 ✧	+13 ✧	+3 ✧
B40	I believe that the board has a clear vision for the future of DfT	10	38	41	7		48%	-2 ✧	+1 ✧	-8 ✧
B41	Overall, I have confidence in the decisions made by DfT's senior managers	14	46	27	9		60%	-3 ✧	+11 ✧	+1 ✧
B42	I feel that change is managed well in DfT	7	34	35	17	6	41%	-5 ✧	+8 ✧	-1 ✧
B43	When changes are made in DfT they are usually for the better	7	33	41	14	5	40%	-3 ✧	+5 ✧	-2 ✧
B44	DfT keeps me informed about matters that affect me	12	56	19	9		68%	-3 ✧	+9 ✧	+2 ✧
B45	I have the opportunity to contribute my views before decisions are made that affect me	10	39	30	15	6	49%	-6 ✧	+8 ✧	+1 ✧
B46	I think it is safe to challenge the way things are done in DfT	13	46	25	10	6	59%	0	+11 ✧	+5 ✧

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 DfT	20	45	25	8		64%	-2 ◇	-1 ◇	-6 ◇
B48	I would recommend DfT as a great place to work	26	44	20	7		70%	-1 ◇	+12 ◇	+4 ◇
B49	I feel a strong personal attachment to DfT	17	33	30	16	5	49%	-1 ◇	-2 ◇	-8 ◇
B50	DfT inspires me to do the best in my job	15	38	32	11		53%	-1 ◇	+3 ◇	-4 ◇
B51	DfT motivates me to help it achieve its objectives	13	38	33	12		51%	-1 ◇	+4 ◇	-3 ◇

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 managers in DfT will take action on the results from this survey	16	44	21	12	7	60%	-2 ◇	+11 ◇	+1 ◇
B53	Where I work, I think effective action has been taken on the results of the last survey	13	31	39	10	7	44%	-2 ◇	+8 ◇	-1 ◇

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	38	52	6			89%	0	0	-1 ✧
B55	I believe I would be supported if I try a new idea, even if it may not work	26	51	14	7		77%	+1 ✧	+5 ✧	0 ✧
B56	In DfT, people are encouraged to speak up when they identify a serious policy or delivery risk	20	49	20	8		69%	-2 ✧	+2 ✧	-4 ✧
B57	I feel able to challenge inappropriate behaviour in the workplace	19	51	17	9	5	69%	0	+4 ✧	0
B58	DfT is committed to creating a diverse and inclusive workplace	30	51	13			81%	-1 ✧	+6 ✧	+2 ✧

Leadership statement

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B59	Senior managers in DfT actively role model the behaviours set out in the Civil Service Leadership Statement	14	48	27	7		62%	-1 ✧	+13 ✧	+4 ✧
B60	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	26	47	18	5		73%	+3 ✧	+6 ✧	0

Civil Service vision

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B61	I am aware of the Civil Service vision for 'A Brilliant Civil Service'	17	59	12	10		76%	+15 ✧	+25 ✧	+10 ✧
B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	12	42	28	15		54%	+9 ✧	+12 ✧	+3 ✧

All questions by theme

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?	12	21	53	13	67%	-1 ✧	+1 ✧	-2 ✧
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	19	51	20	71%	0	0	-3 ✧
W03	Overall, how happy did you feel yesterday?	14	21	45	19	65%	+1	+2 ✧	-1 ✧

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	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W04	Overall, how anxious did you feel yesterday?	20	29	20	31	31%	+1 ✧	-1 ✧	+1 ✧

All questions by theme

Your plans for the future

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

		Difference from previous survey	Difference from CS2018	Difference from CS High Performers
I want to leave DfT as soon as possible	7%	+1	0 ◇	-5 ◇
I want to leave DfT within the next 12 months	17%	+1	+2 ◇	-2 ◇
I want to stay working for DfT for at least the next year	44%	-1	+9 ◇	+4 ◇
I want to stay working for DfT for at least the next three years	32%	-1	-11 ◇	-21 ◇

The Civil Service Code

Differences are based on '% Yes' score

% Yes   % No

	% Yes	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	96 / 4	96%	-1 ◇	+4 ◇	+2 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?	68 / 32	68%	-2 ◇	+1 ◇	-5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in DfT it would be investigated properly?	76 / 24	76%	-2 ◇	+5 ◇	0

All questions by theme

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?
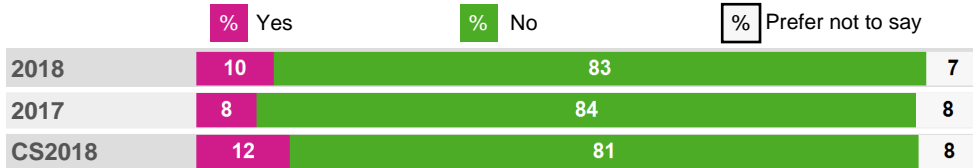
	% Yes	% No	% Prefer not to say
2018	10	83	7
2017	8	84	8
CS2018	12	81	8

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

	% Yes	% No	% Prefer not to say
2018	10	84	6
2017	7	86	7
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	38	47	15
2017	30	52	18
CS2018	40	46	14
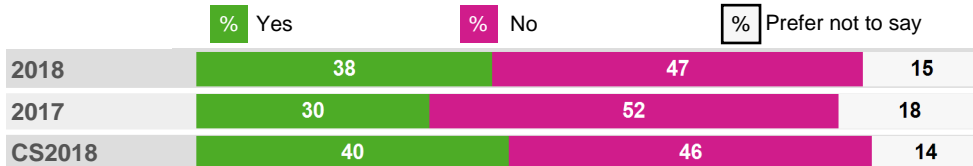
For respondents who selected 'Yes' to question E03.
E06. In your opinion, has this issue been resolved?

	% Yes	% No	% Prefer not to say
2018	17	64	19
2017	16	60	23
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	56
Caring responsibilities	16
Disability	33
Ethnic background	39
Gender	60
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	74
Main spoken/written language or language ability	17
Marital status	--
Pregnancy, maternity or paternity	--
Religion or belief	--
Sexual orientation	--
Social or educational background	32
Working location	21
Working pattern	44
Any other grounds	49
Prefer not to say	27

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	57
Your manager	77
Another manager in my part of DfT	64
Someone you manage	19
Someone who works for another part of DfT	22
A member of the public	--
Someone else	18
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 Transport (excluding agencies) questions

* indicates negatively phrased question(s) where % positive is the proportion who selected "no"

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01	DfT is a great place to work	22	49	20	6		71%	-1 ✧
F02	We are outward facing in DfT	17	54	20	6		72%	-2 ✧
F03	DfT is an ambitious department. We aim high	22	51	19	6		73%	-4 ✧
F04	We work as one team to deliver our objectives	13	42	24	17		56%	New
F05	My line manager supports me taking time for learning and development activities	37	47	11			84%	0
F06	My manager supports me to work flexibly	47	43	6			90%	+1 ✧
F07	The department's IT supports the way I want to work	15	37	16	20	11	52%	-20 ✧
F08	I am satisfied with my physical working environment^	13	40	17	22	9	52%	-12 ✧
F09	SCS in DfT promote inclusive behaviours	20	49	22	5		69%	-1
F10	Line managers in DfT promote inclusive behaviours	23	53	17			77%	+2 ✧
F11	My line manager helps and supports me	37	46	10			84%	New
F12	My colleagues help and support me	37	51	8			89%	New
F13	Overall, my mental health is good	26	49	14	8		75%	New

All questions by theme

Department for Transport (excluding agencies) questions

* indicates negatively phrased question(s) where % positive is the proportion who selected "no"

|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F14	Overall, my physical health is good	24	53	14	7		78%	New
F15	All in all, I am satisfied with my job	20	51	16	9		71%	New
F16	If you said "yes" to the question on personally experiencing bullying or harassment at work in the last 12 months, were you working at DfT at the time?*	Yes: 89%		No: 11%			11%	New

Proxy Stress Index and PERMA Index

27%

Difference from previous survey	+1 ✧
Difference from CS2018	-2 ✧
Difference from CS High Performers	0

74%
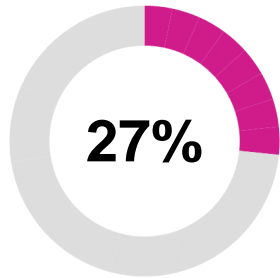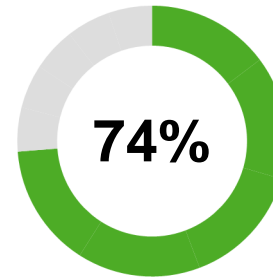
Difference from previous survey	-1 ✧
Difference from CS2018	0
Difference from CS High Performers	-1 ✧

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	83%
B08	My manager motivates me to be more effective in my job	75%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
B26	I am treated with respect by the people I work with	87%
B30	I have clear work objectives	79%
B33	I have an acceptable workload	63%
B45	I have the opportunity to contribute my views before decisions are made that affect me	49%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	84%

		% positive
B01	I am interested in my work	91%
B03	My work gives me a sense of personal accomplishment	78%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
W01	Overall, how satisfied are you with your life nowadays?	67%
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 **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.

ORC's Privacy Policy (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.