



✧ Statistically significant difference from comparison

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

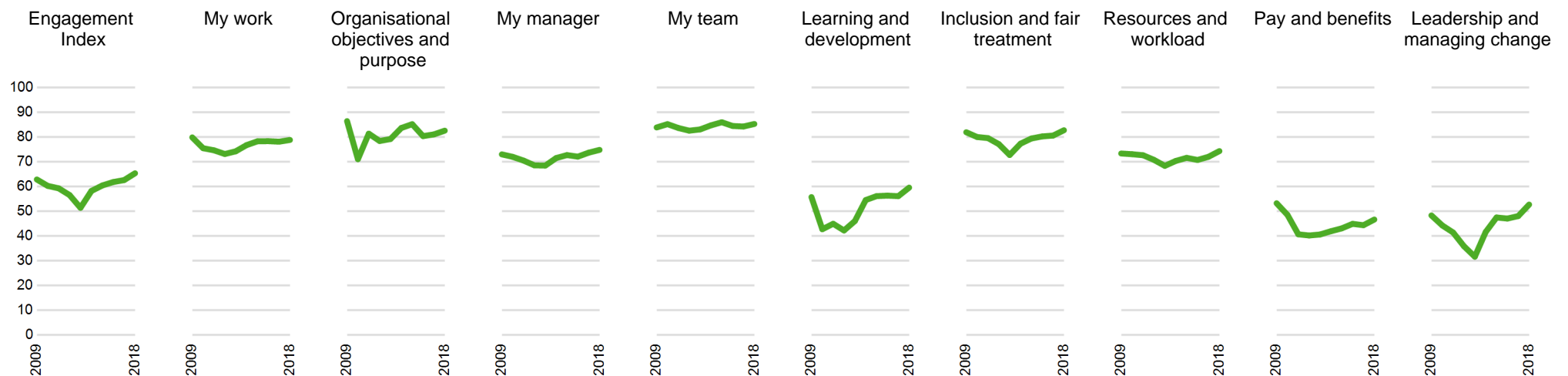




Civil Service People Survey 2009 to 2018: Employee engagement and theme scores over time

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	63%	60%	59%	56%	51%	58%	60%	62%	63%	65%
My work	80%	75%	75%	73%	74%	77%	78%	78%	78%	79%
Organisational objectives and purpose	86%	71%	81%	78%	79%	84%	85%	80%	81%	83%
My manager	73%	72%	70%	69%	68%	71%	73%	72%	74%	75%
My team	84%	85%	84%	83%	83%	85%	86%	84%	84%	85%
Learning and development	56%	43%	45%	42%	46%	54%	56%	56%	56%	60%
Inclusion and fair treatment	82%	80%	80%	77%	73%	77%	79%	80%	81%	83%
Resources and workload	73%	73%	73%	71%	68%	70%	72%	71%	72%	74%
Pay and benefits	53%	48%	41%	40%	41%	42%	43%	45%	44%	47%
Leadership and managing change	48%	44%	41%	36%	32%	42%	47%	47%	48%	53%
Response rate	82%	85%	89%	92%	91%	95%	88%	93%	88%	91%





◇ 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

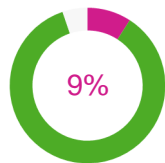
Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	B03	My work gives me a sense of personal accomplishment	77%	+1 ◇	0 ◇	-3 ◇
2	B43	When changes are made in DfE they are usually for the better	38%	+5 ◇	+3 ◇	-4 ◇
3	B28	I think that DfE respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	83%	+4 ◇	+6 ◇	+3 ◇
4	B23	There are opportunities for me to develop my career in DfE	63%	+1 ◇	+15 ◇	+6 ◇
5	B41	Overall, I have confidence in the decisions made by DfE's Senior Civil Servants (SCS)	56%	+5 ◇	+8 ◇	-2 ◇

Discrimination, bullying and harassment

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



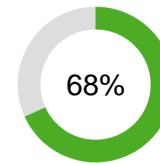
During the past 12 months have you personally experienced discrimination at work?



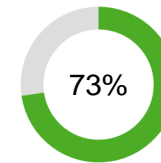
During the past 12 months have you personally experienced bullying or harassment at work?

Wellbeing

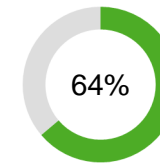
■ % responding positively (Answering 7,8,9 or 10 for W01 – W03)
 ■ % responding negatively (Answering 6,7,8,9 or 10 for W04)



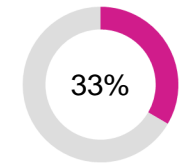
W01. Overall, how satisfied are you with your life nowadays?



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

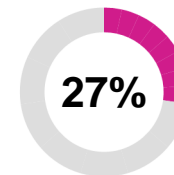


W03. Overall, how happy did you feel yesterday?

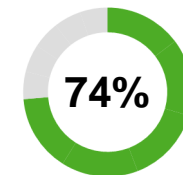


W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

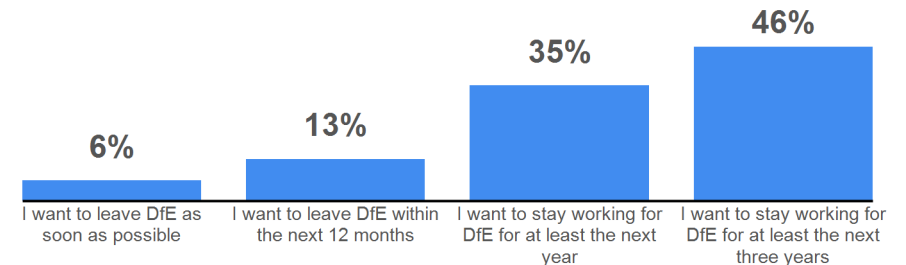


PERMA Index



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
F08	I use evidence to make effective decisions and improvements in my work	91%	B40	I believe that the DfE Board has a clear vision for the future of DfE	44%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	37%
F09	I take the opportunity to suggest improvements in my work	91%	B43	When changes are made in DfE they are usually for the better	43%	F04	I am confident that I can outline the DfE Transformation aims	34%
B54	I am trusted to carry out my job effectively	90%	B17	Poor performance is dealt with effectively in my team	40%	B35	I feel that my pay adequately reflects my performance	34%
B01	I am interested in my work	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	30%
B09	My manager is considerate of my life outside work	89%	B59	Senior Civil Servants (SCS) in DfE actively role model the behaviours set out in the Civil Service Leadership Statement	34%	B42	I feel that change is managed well in DfE	28%

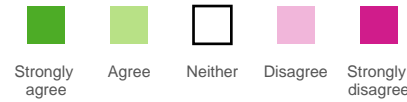
All questions by theme

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

My work

79%

+1 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

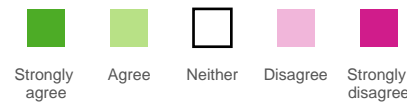
Difference from CS High Performers

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	41	48	6	2	2	89%	0	-1 ◆	-3 ◆
B02 I am sufficiently challenged by my work	37	45	8	7	1	82%	0	+1 ◆	-1 ◆
B03 My work gives me a sense of personal accomplishment	29	48	12	8	3	77%	+1 ◆	0 ◆	-3 ◆
B04 I feel involved in the decisions that affect my work	19	45	16	14	6	64%	+2 ◆	+6 ◆	+1 ◆
B05 I have a choice in deciding how I do my work	33	49	10	6	2	82%	+1 ◆	+4 ◆	+1 ◆

Organisational objectives and purpose

83%

+2 ◆ 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 DfE's objectives	22	60	12	5	1	82%	+3 ◆	+1 ◆	-4 ◆
B07 I understand how my work contributes to DfE's objectives	26	57	11	4	2	83%	0	-1 ◆	-4 ◆

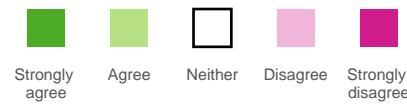
All questions by theme

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My manager

75%

+1 ◆ 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
B08	My manager motivates me to be more effective in my job	31	46	12	7	7	77%	+2 ◆	+6 ◆	+1 ◆
B09	My manager is considerate of my life outside work	53	36	6	6	6	89%	+2 ◆	+3 ◆	0 ◆
B10	My manager is open to my ideas	47	40	7	7	7	87%	0	+4 ◆	0 ◆
B11	My manager helps me to understand how I contribute to DfE's objectives	23	45	21	8	8	68%	+1 ◆	+1 ◆	-4 ◆
B12	Overall, I have confidence in the decisions made by my manager	37	44	10	10	10	81%	+1 ◆	+5 ◆	+1 ◆
B13	My manager recognises when I have done my job well	42	41	9	5	5	83%	+2 ◆	+4 ◆	0
B14	I receive regular feedback on my performance	33	44	11	8	8	77%	-1 ◆	+9 ◆	+4 ◆
B15	The feedback I receive helps me to improve my performance	27	42	19	9	9	69%	0	+5 ◆	0
B16	I think that my performance is evaluated fairly	28	44	18	7	7	72%	+3 ◆	+6 ◆	0
B17	Poor performance is dealt with effectively in my team	13	31	40	10	6	44%	0	+5 ◆	+1 ◆



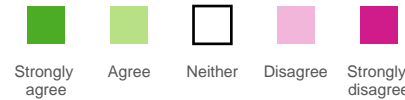
All questions by theme

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

My team

85%

+1 ◆ Difference from previous survey



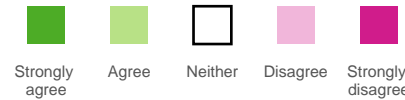
% Positive
Difference from previous survey
Difference from CS2018
Difference from CS High Performers

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	43	44	7	7	1	87%	+1 ◆	+2 ◆	0
B19	The people in my team work together to find ways to improve the service we provide	40	46	9	9	1	86%	+1 ◆	+3 ◆	+1 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	36	46	11	11	1	82%	+1 ◆	+6 ◆	+2 ◆

Learning and development

60%

+3 ◆ 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	17	49	20	10	4	66%	+5 ◆	+2 ◆	-2 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	42	28	10	4	58%	+4 ◆	+4 ◆	-1 ◆
B23	There are opportunities for me to develop my career in DfE	19	44	21	10	6	63%	+1 ◆	+15 ◆	+6 ◆
B24	Learning and development activities I have completed while working for DfE are helping me to develop my career	14	37	32	12	5	51%	+4 ◆	+4 ◆	-2 ◆



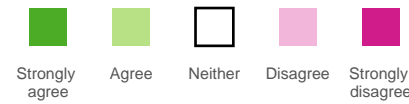
All questions by theme

◆ indicates statistically significant difference from comparison
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Inclusion and fair treatment

83%

+2 ◆ Difference from previous survey



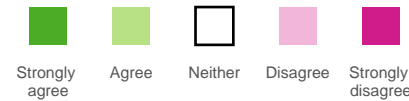
% Positive
Difference from previous survey
Difference from CS2018
Difference from CS High Performers

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	36	49	7	7	1	85%	+2 ◆	+5 ◆	+1 ◆
B26 I am treated with respect by the people I work with	41	47	7	7	1	88%	0	+3 ◆	0
B27 I feel valued for the work I do	30	45	12	8	5	75%	+3 ◆	+7 ◆	+2 ◆
B28 I think that DfE respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	35	47	11	7	1	83%	+4 ◆	+6 ◆	+3 ◆

Resources and workload

74%

+2 ◆ 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	14	59	15	10	2	73%	+3 ◆	+2 ◆	-2 ◆
B30 I have clear work objectives	19	54	14	10	3	73%	-3 ◆	-3 ◆	-7 ◆
B31 I have the skills I need to do my job effectively	26	62	8	4	2	88%	0 ◆	-1 ◆	-4 ◆
B32 I have the tools I need to do my job effectively	18	59	13	8	4	77%	+4 ◆	+6 ◆	0
B33 I have an acceptable workload	11	52	16	15	7	63%	+4 ◆	+3 ◆	-3 ◆
B34 I achieve a good balance between my work life and my private life	22	50	14	10	4	72%	+5 ◆	+3 ◆	-3 ◆

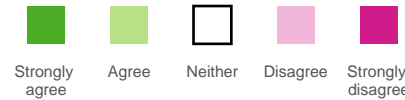
All questions by theme

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Pay and benefits

47%

+2 ◆ Difference from previous survey



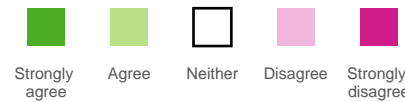
% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers

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	8	39	18	22	13	48%	+1 ◆	+17 ◆	+10 ◆
B36 I am satisfied with the total benefits package	9	41	21	19	11	49%	+3 ◆	+14 ◆	+6 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	9	34	20	22	15	43%	+2 ◆	+16 ◆	+10 ◆

Leadership and managing change

53%

+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
B38 Senior Civil Servants (SCS) in DfE are sufficiently visible	16	51	17	12	4	67%	+5 ◆	+5 ◆	-4 ◆
B39 I believe the actions of Senior Civil Servants (SCS) are consistent with DfE's values	12	48	30	6	4	61%	+4 ◆	+8 ◆	-1 ◆
B40 I believe that the DfE Board has a clear vision for the future of DfE	8	37	44	7	4	46%	+6 ◆	-2 ◆	-11 ◆
B41 Overall, I have confidence in the decisions made by DfE's Senior Civil Servants (SCS)	10	46	33	7	4	56%	+5 ◆	+8 ◆	-2 ◆
B42 I feel that change is managed well in DfE	5	36	31	21	7	41%	+6 ◆	+8 ◆	-1 ◆
B43 When changes are made in DfE they are usually for the better	5	33	43	14	5	38%	+5 ◆	+3 ◆	-4 ◆
B44 DfE keeps me informed about matters that affect me	10	59	20	8	3	69%	+5 ◆	+10 ◆	+3 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	7	36	30	20	7	43%	+2 ◆	+2 ◆	-6 ◆
B46 I think it is safe to challenge the way things are done in DfE	9	45	28	13	6	53%	+5 ◆	+6 ◆	0

All questions by theme

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^ 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 DfE	22	48	22	5	5	70%	+4 ◆	+5 ◆	0
B48 I would recommend DfE as a great place to work	22	47	21	7	7	70%	+8 ◆	+12 ◆	+4 ◆
B49 I feel a strong personal attachment to DfE	17	35	29	15	5	52%	+5 ◆	0	-6 ◆
B50 DfE inspires me to do the best in my job	15	41	30	10	7	56%	+5 ◆	+6 ◆	-1 ◆
B51 DfE motivates me to help it achieve its objectives	14	40	32	10	7	54%	+6 ◆	+6 ◆	-1 ◆

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 DfE will take action on the results from this survey	12	43	25	12	7	56%	+4 ◆	+7 ◆	-3 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	13	31	39	12	6	44%	+6 ◆	+8 ◆	-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	37	53	5			90%	+2 ◆	0 ◆	-1 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	24	52	14	7		76%	+3 ◆	+4 ◆	0
B56 In DfE, people are encouraged to speak up when they identify a serious policy or delivery risk	21	52	17	7		73%	+3 ◆	+5 ◆	-1 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	17	51	19	9	5	68%	+2 ◆	+2 ◆	-2 ◆
B58 DfE is committed to creating a diverse and inclusive workplace	28	54	12			82%	+6 ◆	+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 DfE actively role model the behaviours set out in the Civil Service Leadership Statement	11	45	34	6		57%	+6 ◆	+8 ◆	-1 ◆
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	26	47	19			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'	16	60	12	9		77%	+22 ◆	+26 ◆	+11 ◆
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	12	46	26	14		58%	+17 ◆	+16 ◆	+7 ◆

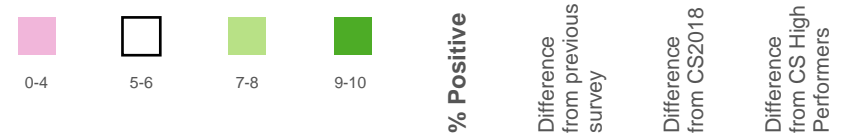
All questions by theme

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Wellbeing

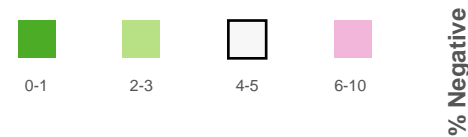
Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.



Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	11	21	54	14	68%	+2 ◆	+2 ◆	-1 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	18	51	22	73%	+1 ◆	+1 ◆	-1 ◆
W03 Overall, how happy did you feel yesterday?	14	22	44	19	64%	+1	+1 ◆	-2 ◆

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



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?	19	28	20	33	33%	0	+1 ◆	+4 ◆



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 DfE?

			Difference from previous survey	Difference from CS2018	Difference from CS High Performers
I want to leave DfE as soon as possible		6%	0	-1 ◆	-6 ◆
I want to leave DfE within the next 12 months		13%	-1 ◆	-2 ◆	-6 ◆
I want to stay working for DfE for at least the next year		35%	-2 ◆	+1 ◆	-5 ◆
I want to stay working for DfE for at least the next three years		46%	+2 ◆	+3 ◆	-7 ◆

The Civil Service Code

Differences are based on '% Yes' score

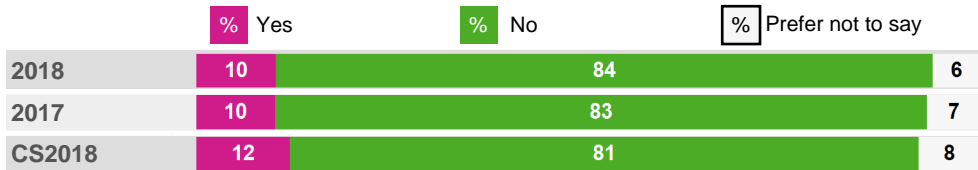
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		5	95%	-1 ◆	+3 ◆	0 ◆
D02. Are you aware of how to raise a concern under the Civil Service Code?		33	67%	-2 ◆	0	-6 ◆
D03. Are you confident that if you raised a concern under the Civil Service Code in DfE it would be investigated properly?		23	77%	0	+6 ◆	+1 ◆

All questions by theme

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

Discrimination, harassment and bullying

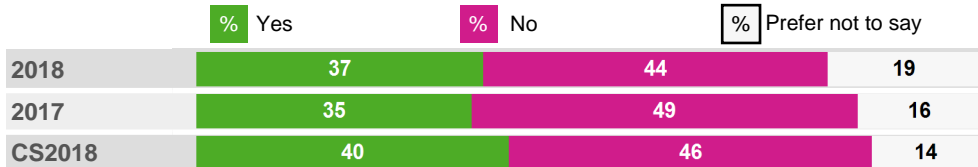
E01. During the past 12 months have you personally experienced discrimination at work?



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



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



For respondents who selected 'Yes' to question E03.
 E06. In your opinion, has this issue been resolved?



For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

	Response Count
Age	134
Caring responsibilities	42
Disability	72
Ethnic background	83
Gender	66
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	205
Main spoken/written language or language ability	35
Marital status	--
Pregnancy, maternity or paternity	10
Religion or belief	25
Sexual orientation	16
Social or educational background	50
Working location	113
Working pattern	128
Any other grounds	75
Prefer not to say	77

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	151
Your manager	163
Another manager in my part of DfE	128
Someone you manage	18
Someone who works for another part of DfE	57
A member of the public	10
Someone else	16
Prefer not to say	68

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 EDUCATION questions

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01	We act as one department to deliver our vision, principles and priorities [^]	7	40	26	23	5	46%	+7 ◆
F02	I understand my role in delivering the department's vision, principles and priorities	15	64	13	5		80%	New
F03	To be answered by Agency staff only: I understand how the work of my Agency supports the objectives of the wider department	26	56	10	5		82%	-1 ◆
F04	I am confident that I can outline the DfE Transformation aims	9	29	28	28	7	38%	New
F05	I am given the right support to be able to meet changes the Department requires to improve	8	47	30	11		56%	New
F06	I understand my users' needs	20	62	13			82%	New
F07	I join-up across teams to design and deliver my work	24	59	11			83%	New
F08	I use evidence to make effective decisions and improvements in my work	31	60	7			91%	New
F09	I take the opportunity to suggest improvements in my work	30	61	7			91%	New
F10	My manager demonstrates an understanding of diversity in the way he/she manages people	31	49	12			81%	-1 ◆
F11	I believe DfE is a place where unacceptable behaviour is tackled and not tolerated	16	46	24	10	5	62%	+7 ◆
F12	The Performance Management process helps managers raise performance	11	40	28	14	7	51%	+1 ◆
F13	The technology provided to staff enables me to work flexibly to deliver departmental objectives	30	51	9	5		82%	+5 ◆

All questions by theme

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

DEPARTMENT for EDUCATION questions

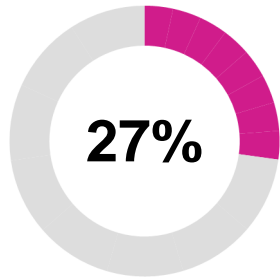


Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F14	DfE's corporate HR, Financial and Commercial systems enable me to do my job	7	33	34	17	9	40%	New

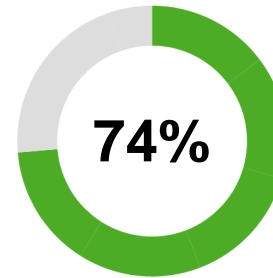


Proxy Stress Index and PERMA Index

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



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



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	82%
B08	My manager motivates me to be more effective in my job	77%
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	88%
B30	I have clear work objectives	73%
B33	I have an acceptable workload	63%
B45	I have the opportunity to contribute my views before decisions are made that affect me	43%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	86%

% positive

B01	I am interested in my work	89%
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?	73%



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.