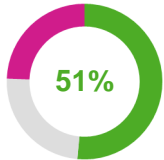




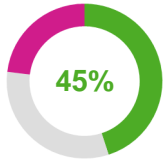


Taking action

■ % responding positively ■ % responding neutrally ■ % responding negatively



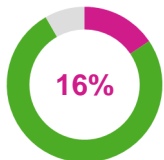
B52. I believe that senior managers in DFID will take action on the results from this survey



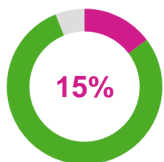
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



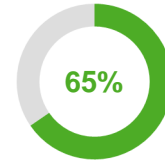
E01. Have you been discriminated against at work, in the past 12 months?



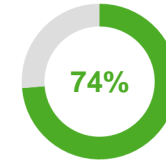
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

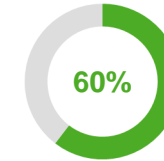
■ % responding positively to W01 - W03 ■ % responding negatively to W04



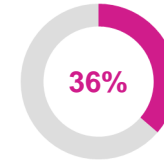
W01. Overall, how satisfied are you with your life nowadays?



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

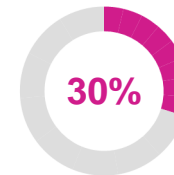


W03. Overall, how happy did you feel yesterday?

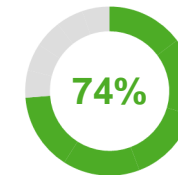


W04. Overall, how anxious did you feel yesterday?

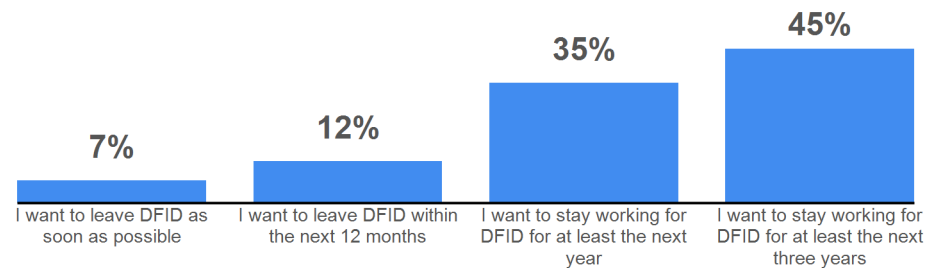
Proxy Stress Index




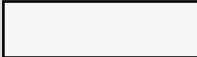


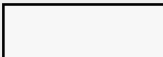








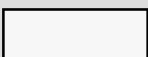

PERMA Index



Your plans for the future



Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 93%	B43 When changes are made in DFID they are usually for the better  44%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  50%	
B31 I have the skills I need to do my job effectively	 88%	B40 I believe that the Management Board has a clear vision for the future of DFID  36%		B35 I feel that my pay adequately reflects my performance  46%	
B54 I am trusted to carry out my job effectively	 88%	B17 Poor performance is dealt with effectively in my team  35%		B36 I am satisfied with the total benefits package  44%	
B09 My manager is considerate of my life outside work	 86%	B41 Overall, I have confidence in the decisions made by DFID's senior managers  33%		B42 I feel that change is managed well in DFID  40%	
B07 I understand how my work contributes to DFID's objectives	 85%	B53 Where I work, I think effective action has been taken on the results of the last survey  32%		B43 When changes are made in DFID they are usually for the better  31%	

Please note that only questions B01-B60 are included in the above rankings

All questions by theme

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

My work

78%

-2 ♦ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01	I am interested in my work	49	44	5	1	1	93%	-2 ♦	+2 ♦	0
B02	I am sufficiently challenged by my work	37	45	9	7	2	82%	-2 ♦	+1 ♦	-1 ♦
B03	My work gives me a sense of personal accomplishment	30	48	12	8	2	79%	-2 ♦	+1 ♦	-2 ♦
B04	I feel involved in the decisions that affect my work	17	43	17	16	6	61%	-3 ♦	+1	-4 ♦
B05	I have a choice in deciding how I do my work	30	48	14	6	2	78%	-2 ♦	-1	-4 ♦

Organisational objectives and purpose

84%

-3 ♦ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06	I have a clear understanding of DFID's objectives	30	54	9	6	1	84%	-4 ♦	+1 ♦	-3 ♦
B07	I understand how my work contributes to DFID's objectives	32	53	9	6	1	85%	-2 ♦	+1 ♦	-3 ♦

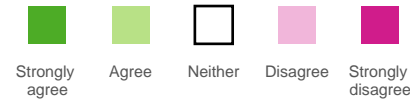
All questions by theme

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

My manager

72%

-1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	30	43	15	9	1	72%	-2 ◇	+1	-3 ◇
B09	My manager is considerate of my life outside work	46	39	8	8	1	86%	0	-1 ◇	-4 ◇
B10	My manager is open to my ideas	42	41	10	8	1	83%	-2 ◇	0	-3 ◇
B11	My manager helps me to understand how I contribute to DFID's objectives	24	43	23	8	1	66%	-3 ◇	-1	-5 ◇
B12	Overall, I have confidence in the decisions made by my manager	32	41	15	8	1	73%	-3 ◇	-3 ◇	-7 ◇
B13	My manager recognises when I have done my job well	37	45	10	6	1	82%	0	+1 ◇	-2 ◇
B14	I receive regular feedback on my performance	26	48	13	10	1	74%	0	+5 ◇	+2 ◇
B15	The feedback I receive helps me to improve my performance	24	45	18	9	1	69%	+1	+5 ◇	+1 ◇
B16	I think that my performance is evaluated fairly	25	46	18	8	1	71%	0	+3 ◇	-1
B17	Poor performance is dealt with effectively in my team	10	31	35	16	8	41%	-3 ◇	+1	-3 ◇

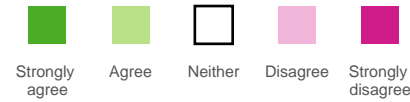
All questions by theme

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

My team

79%

-1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	34	48	11	5	5	82%	+1	-4 ◇	-7 ◇
B19	The people in my team work together to find ways to improve the service we provide	31	50	12	5	5	81%	-1 ◇	-2 ◇	-6 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	28	48	15	7	7	76%	-3 ◇	-1	-4 ◇

Learning and development

51%

-10 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	11	38	22	22	7	49%	-12 ◇	-16 ◇	-22 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	37	30	15	6	49%	-10 ◇	-5 ◇	-10 ◇
B23	There are opportunities for me to develop my career in DFID	11	40	23	16	9	52%	-12 ◇	+1 ◇	-6 ◇
B24	Learning and development activities I have completed while working for DFID are helping me to develop my career	13	40	28	13	6	53%	-8 ◇	+3 ◇	-3 ◇

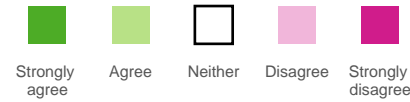
All questions by theme

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

Inclusion and fair treatment

76%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

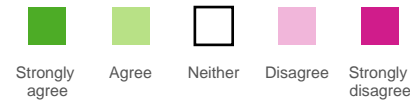
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	28	51	11	7		79%	-2 ◇	-2 ◇	-5 ◇
B26	I am treated with respect by the people I work with	34	51	9			85%	0	-1 ◇	-4 ◇
B27	I feel valued for the work I do	25	45	16	10		70%	-2 ◇	+2 ◇	-3 ◇
B28	I think that DFID respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	23	48	15	9		71%	-2 ◇	-6 ◇	-10 ◇

Resources and workload

72%

+1 Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	13	58	15	11		71%	-2 ◇	0	-4 ◇
B30	I have clear work objectives	21	59	11	7		80%	-2 ◇	+4 ◇	+1 ◇
B31	I have the skills I need to do my job effectively	27	62	8			88%	-2 ◇	0	-3 ◇
B32	I have the tools I need to do my job effectively	18	54	14	11		72%	+7 ◇	0	-6 ◇
B33	I have an acceptable workload	10	46	16	19	8	56%	+1	-8 ◇	-12 ◇
B34	I achieve a good balance between my work life and my private life	17	48	16	14	5	65%	+1 ◇	-7 ◇	-11 ◇

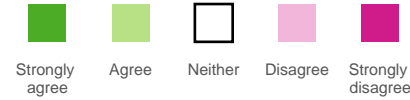
All questions by theme

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

Pay and benefits

33%

-6 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

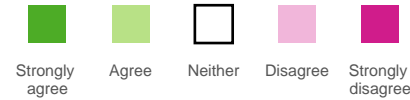
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	5	30	20	27	19	35%	-6 ◇	0	-6 ◇
B36 I am satisfied with the total benefits package	6	30	21	26	18	35%	-6 ◇	-4 ◇	-13 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	25	20	28	22	30%	-6 ◇	+2 ◇	-6 ◇

Leadership and managing change

45%

-6 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 Senior managers in DFID are sufficiently visible	12	55	15	13	5	67%	-1 ◇	+5 ◇	-5 ◇
B39 I believe the actions of senior managers are consistent with DFID's values	9	45	27	14	5	54%	-5 ◇	-1 ◇	-10 ◇
B40 I believe that the Management Board has a clear vision for the future of DFID	7	32	36	17	8	39%	-9 ◇	-11 ◇	-22 ◇
B41 Overall, I have confidence in the decisions made by DFID's senior managers	7	37	33	16	7	44%	-8 ◇	-8 ◇	-19 ◇
B42 I feel that change is managed well in DFID	7	27	30	29	10	31%	-6 ◇	-4 ◇	-15 ◇
B43 When changes are made in DFID they are usually for the better	7	22	44	24	7	25%	-8 ◇	-11 ◇	-19 ◇
B44 DFID keeps me informed about matters that affect me	7	53	23	12	5	59%	-4 ◇	-1 ◇	-9 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	33	30	21	9	39%	-7 ◇	-2 ◇	-12 ◇
B46 I think it is safe to challenge the way things are done in DFID	6	38	27	18	10	45%	-6 ◇	-5 ◇	-12 ◇

All questions by theme

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

Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of DFID	32	49	15			81%	-4 ♦	+15 ♦	+9 ♦
B48 I would recommend DFID as a great place to work	23	44	22	9		66%	-7 ♦	+5 ♦	-3 ♦
B49 I feel a strong personal attachment to DFID	24	41	23	10		64%	-4 ♦	+12 ♦	+6 ♦
B50 DFID inspires me to do the best in my job	19	43	26	10		62%	-5 ♦	+10 ♦	+3 ♦
B51 DFID motivates me to help it achieve its objectives	17	42	27	11		59%	-5 ♦	+9 ♦	+3 ♦

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52 I believe that senior managers in DFID will take action on the results from this survey	10	41	24	16	8	51%	-7 ♦	0	-8 ♦
B53 Where I work, I think effective action has been taken on the results of the last survey	12	33	32	16	8	45%	-6 ♦	+7 ♦	0

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 CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	32	55	7			88%	0	-2 ◇	-3 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	19	51	19	9		70%	-1	-3 ◇	-6 ◇
B56 In DFID, people are encouraged to speak up when they identify a serious policy or delivery risk	20	54	15	7		74%	-2 ◇	+4 ◇	-1
B57 I feel able to challenge inappropriate behaviour in the workplace	16	49	19	11	5	65%	-2 ◇	-2 ◇	-5 ◇
B58 DFID is committed to creating a diverse and inclusive workplace	20	53	16	8		73%	-3 ◇	-3 ◇	-7 ◇

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	14	56	15	13		69%	+3 ◇	+12 ◇	0

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	17	46	30	5		63%	New	-3 ◇	-9 ◇

The % positive for this question is the proportion who selected either "Always" or "Most of the time".

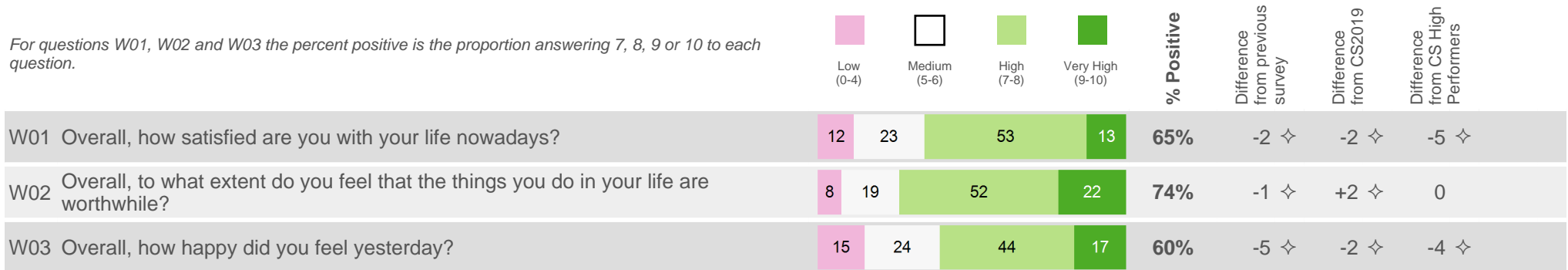
All questions by theme

◆ indicates statistically significant difference from comparison
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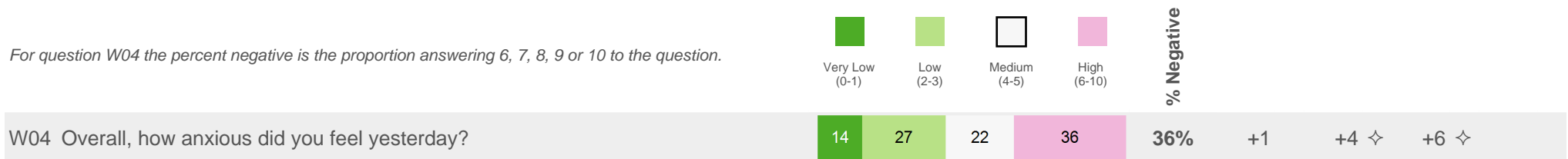
Wellbeing

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.



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



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 DFID?

			Difference from previous survey	Difference from CS2019
I want to leave DFID as soon as possible		7%	+3 ◇	-1 ◇
I want to leave DFID within the next 12 months		12%	+2 ◇	-2 ◇
I want to stay working for DFID for at least the next year		35%	+1	+2 ◇
I want to stay working for DFID for at least the next three years		45%	-6 ◇	+2 ◇

The Civil Service Code

Differences are based on '% Yes' score




	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		4	96%	0	+5 ◇	+2 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		25	75%	+1	+9 ◇	+3 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in DFID it would be investigated properly?		25	75%	-1 ◇	+4 ◇	-1 ◇

All questions by theme

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

Discrimination




















E01. Have you been discriminated against at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		16%	+1 ✧	+5 ✧
No		76%	-1	-5 ✧
Prefer not to say		8%	0	0

Of those who said they had experienced discrimination at work in the last 12 months, 92% said it occurred in DFID while 8% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?^ (multiple selection)

		Response Count	
Age	75		
Caring responsibilities	37		
Disability	25		
Ethnic background	80		
Gender	60		
Gender reassignment or perceived gender	--		
Grade or responsibility level	168		
Main spoken/ written language or language ability	28		
Marital status or civil partnership	12		
Mental health	31		
Pay	58		
Pregnancy, maternity or paternity	17		
Religion or belief	10		
Sex	13		
Sexual orientation	11		
Social or educational background	51		
Working location	37		
Working pattern	68		
Any other grounds	57		
Prefer not to say	36		




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

Bullying and harassment

E03. Have you been bullied or harassed at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		15%	+2 ↗	+3 ↗
No		79%	-1 ↗	-3 ↗
Prefer not to say		6%	0	-1 ↗

For respondents who selected 'Yes' to E03.

E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count	
Comments about my personal appearance	43	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	22	
Spreading gossip or making false accusations about me	102	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	119	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	132	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	198	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	129	
Treated less favourably to others	154	
Ignored, excluded, marginalised	143	
Undermining or taking credit for my work	142	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	11	
Disclosure of personal / sensitive information to colleagues without my consent	43	
Something else not listed here	46	
Prefer not to say	12	

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

Bullying and harassment

For respondents who selected 'Yes' to E03.
E04. Who bullied and/or harassed you?^ (multiple selection)

	Response Count	
A colleague in my Area/Directorate/Division	166	
A colleague in a different Area/Directorate/ Division of DFID	47	
My manager	125	
Another senior member of staff in DFID	77	
Someone I manage	11	
Someone working in a different Civil Service organisation	38	
Someone working for a non-Civil Service organisation	13	
A contractor	11	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	12	
Prefer not to say	45	

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

For respondents who selected 'Yes' to E03.
E05. Did you report your experience of bullying and/or harassment?^

		Difference from previous survey	Difference from CS2019
Yes	58%	+20 ↗	+7 ↗
No	36%	-14 ↗	-6 ↗
Prefer not to say	6%	-6 ↗	-1

For respondents who selected 'Yes' to E03.
E06. How would you describe your situation now?^

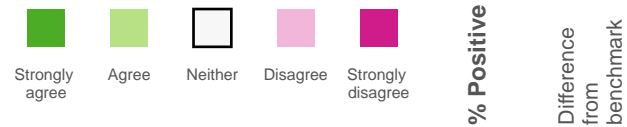
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	16%	0
No	63%	0
Prefer not to say	21%	0
The bullying and/or harassment has stopped		
Yes	40%	+2
No	35%	-2 ↗
Prefer not to say	25%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	55%	0
No	23%	-2 ↗
Prefer not to say	22%	+3 ↗
I felt like I was punished for reporting the incident		
Yes	15%	-2 ↗
No	61%	+6 ↗
Prefer not to say	24%	-3 ↗
I moved to another team or role to avoid the behaviour		
Yes	18%	-3 ↗
No	70%	+9 ↗
Prefer not to say	12%	-4 ↗

Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

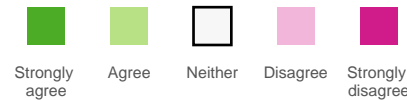
Safe to Challenge

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



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in DFID*	Yes: 30% No: 63% Prefer not to say: 7%					63%	-5 ◆
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	18	49	28	6	6	67%	-1 ◆
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	13	37	22	23	6	50%	-4 ◆
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	9	30	30	22	9	39%	-3 ◆

Smarter Working



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	47	41	7	6	6	88%	-2 ◆
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	45	42	8	6	6	86%	-1 ◆
LQD3	Smarter Working allows me to be more productive in my role	39	41	13	7	6	80%	+1 ◆
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	32	47	12	7	6	79%	-3 ◆

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Wellbeing at Work

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	13	29	13	33	11	44%	-7 ⚡
LQF2	The people in my team genuinely care about my wellbeing	26	54	15			79%	0
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	25	46	19	7		71%	+1 ⚡
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 77%		No: 23%			77%	-9 ⚡

Support for Managers

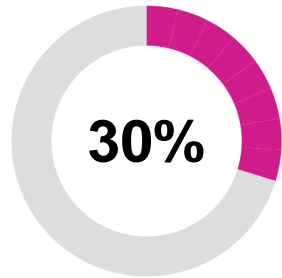
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQI1	I understand what is expected of me as a manager	35	59				94%	+1 ⚡
LQI2	As a manager, I feel adequately supported to deliver my responsibilities	22	55	10	11		77%	-1 ⚡
LQI3	As a manager, I feel confident in supporting others with their health and wellbeing at work	31	57	7			88%	-1 ⚡
LQI4	As a manager, I feel confident in addressing poor performance in my team	22	56	14	8		77%	-4 ⚡

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

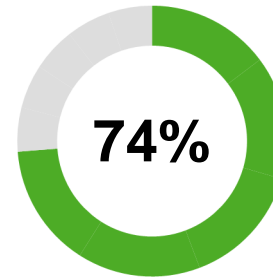
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

** this is a negatively phrased question where % positive is the proportion who selected "no"



Difference from previous survey	+1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	+4 ◇



Difference from previous survey	-1 ◇
Difference from CS2019	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.

% positive

B05	I have a choice in deciding how I do my work	78%
B08	My manager motivates me to be more effective in my job	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	82%
B26	I am treated with respect by the people I work with	85%
B30	I have clear work objectives	80%
B33	I have an acceptable workload	56%
B45	I have the opportunity to contribute my views before decisions are made that affect me	39%
E03	Have you been bullied or harassed at work, in the past 12 months?*	79%

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

B01	I am interested in my work	93%
B03	My work gives me a sense of personal accomplishment	79%
B18	The people in my team can be relied upon to help when things get difficult in my job	82%
W01	Overall, how satisfied are you with your life nowadays?	65%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	74%



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), unless otherwise indicated.
Previous survey	Comparisons to the previous survey relate to the results from the 2018 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.
CS2019	The CS2019 benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that participated in the 2019 Civil Service People Survey, where data was not suppressed.
CS High Performers	For each question, unless otherwise indicated, this is the upper quartile score across all Civil Service organisations that took part in the 2019 Civil Service People Survey, where data was not suppressed. For question W04 and the Proxy Stress Index, we have used the lower quartile.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

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. Please note that there needs to be 30 responses at question level, 20 responses at theme level and 10 responses at index level for statistical testing to be carried out on the corresponding scores. If you received a lower number of responses, then statistical significance testing won't have been conducted.

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.

Confidentiality

The survey was carried out as part of the 2019 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ENGINE Transformation to carry out the survey. ENGINE Transformation 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.

ENIGINE's Privacy Policy (<https://transformation.enginegroup.com/privacy-notice>) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.

The Civil Service People Survey Privacy Notice can be found on GOV.UK (<https://www.gov.uk/government/publications/people-survey-privacy-information-notice/privacy-notice-civil-service-people-survey>)