



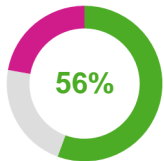
✧ Statistically significant difference from comparison



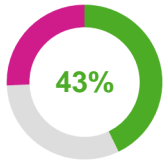


## Taking action

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



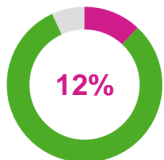
B52. I believe that the Executive Committee and the Senior Leadership Team in UKEF will take action on the results from this survey



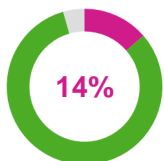
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



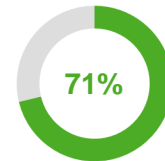
E01. Have you been discriminated against at work, in the past 12 months?



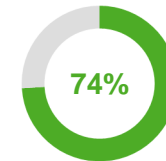
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

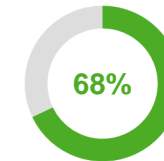
■ % responding positively to W01 - W03   ■ % responding negatively to W04



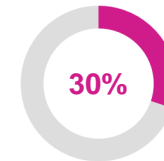
W01. Overall, how satisfied are you with your life nowadays?



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

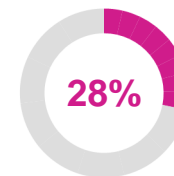


W03. Overall, how happy did you feel yesterday?

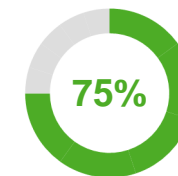


W04. Overall, how anxious did you feel yesterday?

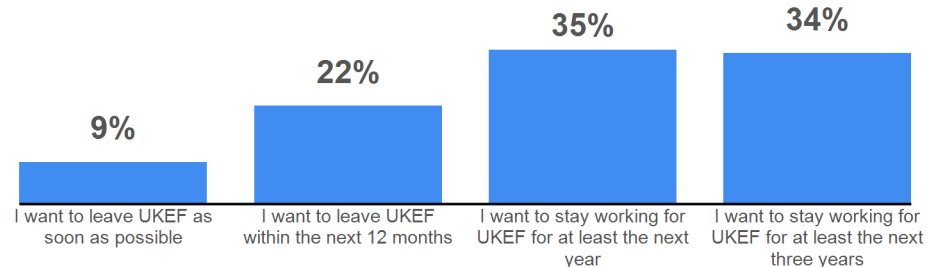
## Proxy Stress Index



## PERMA Index



## Your plans for the future





## Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B06	I have a clear understanding of UKEF's objectives	92%	B43	When changes are made in UKEF they are usually for the better	36%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	65%
B01	I am interested in my work	92%	B17	Poor performance is dealt with effectively in my team	36%	B35	I feel that my pay adequately reflects my performance	62%
B07	I understand how my work contributes to UKEF's objectives	91%	B53	Where I work, I think effective action has been taken on the results of the last survey	32%	B36	I am satisfied with the total benefits package	56%
B31	I have the skills I need to do my job effectively	91%	B60	Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement	26%	B42	I feel that change is managed well in UKEF	40%
B54	I am trusted to carry out my job effectively	88%	B42	I feel that change is managed well in UKEF	26%	B23	There are opportunities for me to develop my career in UKEF	35%

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



## All questions by theme

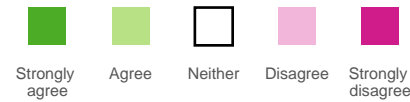
◆ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My work

**79%**

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



**92%**

+1

+2 ◆

-1

B02 I am sufficiently challenged by my work



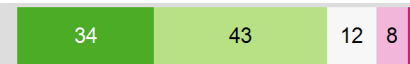
**82%**

0

+2 ◆

-1

B03 My work gives me a sense of personal accomplishment



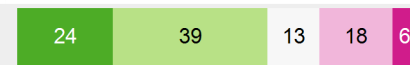
**77%**

+3 ◆

0

-3 ◆

B04 I feel involved in the decisions that affect my work



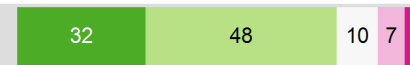
**63%**

0

+3 ◆

-2

B05 I have a choice in deciding how I do my work



**80%**

0

+2 ◆

-2 ◆

### Organisational objectives and purpose

**92%**

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B06 I have a clear understanding of UKEF's objectives



**92%**

0

+10 ◆

+6 ◆

B07 I understand how my work contributes to UKEF's objectives



**91%**

+1

+8 ◆

+4 ◆



All questions by theme

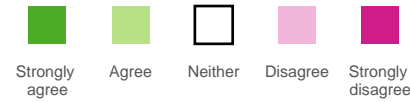
◇ indicates statistically significant difference from comparison  
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My manager

71%

-2

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
B08 My manager motivates me to be more effective in my job	31	44	10	11	5	75%	0	+3 ◇	-1
B09 My manager is considerate of my life outside work	51	36	7			87%	-1	0	-2 ◇
B10 My manager is open to my ideas	44	41	9			84%	-3 ◇	+1	-2 ◇
B11 My manager helps me to understand how I contribute to UKEF's objectives	28	42	20	6		71%	-2	+4 ◇	-1
B12 Overall, I have confidence in the decisions made by my manager	36	40	13	6	5	76%	-5 ◇	-1	-5 ◇
B13 My manager recognises when I have done my job well	37	41	10	7	5	77%	-5 ◇	-3 ◇	-6 ◇
B14 I receive regular feedback on my performance	26	42	14	12	6	68%	+2 ◇	-1	-4 ◇
B15 The feedback I receive helps me to improve my performance	24	43	17	11	6	66%	+1	+2	-1
B16 I think that my performance is evaluated fairly	25	41	18	8	9	65%	-1	-3 ◇	-6 ◇
B17 Poor performance is dealt with effectively in my team	12	31	36	12	9	43%	-6 ◇	+2 ◇	-1



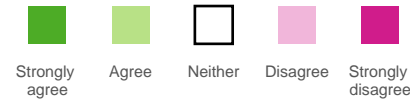
## All questions by theme

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### My team

81%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

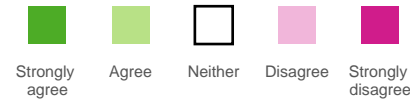
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	39	46	9	5	1	85%	-2 ◇	-1	-3 ◇
B19	The people in my team work together to find ways to improve the service we provide	34	47	12	5	2	81%	-3 ◇	-2 ◇	-6 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	28	48	14	7	3	77%	-1	0	-3 ◇

### Learning and development

59%

+6 ◇ 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	26	48	13	11	2	74%	+6 ◇	+10 ◇	+3 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	19	44	22	13	2	63%	+9 ◇	+8 ◇	+3 ◇
B23	There are opportunities for me to develop my career in UKEF	14	30	21	20	15	44%	0	-7 ◇	-14 ◇
B24	Learning and development activities I have completed while working for UKEF are helping me to develop my career	17	38	26	11	7	56%	+7 ◇	+6 ◇	0



## All questions by theme

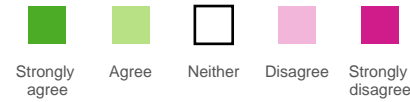
◇ indicates statistically significant difference from comparison  
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### Inclusion and fair treatment

75%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

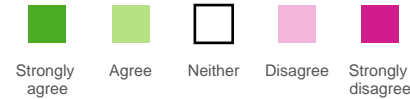
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	32	47	9	8	4	80%	0	-2 ◇	-5 ◇
B26	I am treated with respect by the people I work with	36	46	8	6	4	83%	+2 ◇	-3 ◇	-6 ◇
B27	I feel valued for the work I do	25	39	15	13	9	64%	-4 ◇	-5 ◇	-9 ◇
B28	I think that UKEF respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	32	41	12	10	5	73%	-2	-5 ◇	-8 ◇

### Resources and workload

74%

-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	16	52	15	15	4	68%	-3 ◇	-3 ◇	-8 ◇
B30	I have clear work objectives	26	51	11	8	4	77%	-1	+2	-2 ◇
B31	I have the skills I need to do my job effectively	40	51	7	7	3	91%	0	+2 ◇	-1
B32	I have the tools I need to do my job effectively	21	50	11	15	3	71%	+1	-2	-8 ◇
B33	I have an acceptable workload	15	48	18	14	6	63%	-3 ◇	-1	-5 ◇
B34	I achieve a good balance between my work life and my private life	24	50	11	10	3	74%	0	+3 ◇	-1



All questions by theme

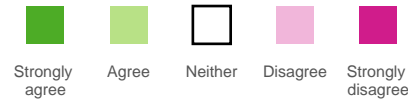
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Pay and benefits

24%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

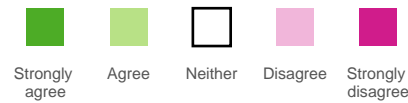
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	21	14	30	32		24%	0	-10 ◇	-17 ◇
B36 I am satisfied with the total benefits package	25	15	27	29		29%	+2	-10 ◇	-20 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	15	17	25	40		18%	+1	-10 ◇	-17 ◇

Leadership and managing change

55%

+4

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 The Executive Committee and the Senior Leadership Team in UKEF are sufficiently visible	26	47	13	11		72%	+8 ◇	+10 ◇	0
B39 I believe the actions of the Executive Committee and the Senior Leadership Team are consistent with UKEF's values	20	47	24	6		66%	+4 ◇	+12 ◇	+2 ◇
B40 I believe that the Executive Committee have a clear vision for the future of UKEF	21	47	21	7		68%	+9 ◇	+18 ◇	+7 ◇
B41 Overall, I have confidence in the decisions made by the Executive Committee and the Senior Leadership Team	20	42	23	9	6	62%	+6 ◇	+11 ◇	-1
B42 I feel that change is managed well in UKEF	6	28	26	30	10	34%	+7 ◇	-1	-11 ◇
B43 When changes are made in UKEF they are usually for the better	9	30	36	19	6	38%	-1	+3 ◇	-5 ◇
B44 UKEF keeps me informed about matters that affect me	14	47	18	16	5	61%	+3 ◇	0	-8 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	11	31	23	23	11	43%	+1	+2 ◇	-8 ◇
B46 I think it is safe to challenge the way things are done in UKEF	13	39	21	17	10	52%	+1	+2 ◇	-5 ◇





## All questions by theme

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### 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 UKEF	27	39	21	9	9	66%	-4 ◆	-1	-7 ◆
B48 I would recommend UKEF as a great place to work	20	40	20	14	6	61%	-1	-1	-9 ◆
B49 I feel a strong personal attachment to UKEF	22	36	18	16	7	58%	+2	+5 ◆	0
B50 UKEF inspires me to do the best in my job	21	35	23	16	5	56%	+4 ◆	+4 ◆	-3 ◆
B51 UKEF motivates me to help it achieve its objectives	19	37	21	17	5	56%	+5 ◆	+6 ◆	0

### 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 the Executive Committee and the Senior Leadership Team in UKEF will take action on the results from this survey	15	41	22	13	10	56%	+2	+5 ◆	-4 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	14	29	32	14	11	43%	+8 ◆	+5 ◆	-2



All questions by theme

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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	41	47	7			88%	-2 ◆	-2 ◆	-3 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	26	43	19	9		69%	-3 ◆	-4 ◆	-7 ◆
B56 In UKEF, people are encouraged to speak up when they identify a serious policy or delivery risk	27	45	14	9	5	73%	-1	+2 ◆	-2 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	22	40	19	12	8	62%	-2	-5 ◆	-8 ◆
B58 UKEF is committed to creating a diverse and inclusive workplace	26	49	12	7	5	76%	+3 ◆	-1	-4 ◆

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'	25	55	8	11		79%	+6 ◆	+22 ◆	+10 ◆

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^	24	40	26	5		65%	New	-1	-8 ◆

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



## All questions by theme

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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.

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	10	19	50	22	71%	+5 ◇	+4 ◇	+1
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	7	19	46	28	74%	+4 ◇	+3 ◇	0
W03 Overall, how happy did you feel yesterday?	12	20	46	22	68%	+4 ◇	+6 ◇	+3 ◇

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

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	25	27	17	30	30%	-2 ◇	-2 ◇	0



## All questions by theme

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### Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave UKEF as soon as possible		9%	-2	+2
I want to leave UKEF within the next 12 months		22%	+2	+7 ◇
I want to stay working for UKEF for at least the next year		35%	0	+1
I want to stay working for UKEF for at least the next three years		34%	0	-10 ◇

### 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?			98%	0	+6 ◇	+3 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			75%	0	+10 ◇	+4 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in UKEF/DIT it would be investigated properly?			73%	+2 ◇	+2	-3 ◇



## All questions by theme

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### Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		12%	-1	+1
No		81%	+1	0
Prefer not to say		7%	0	-1

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.

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

		Response Count
Age	--	
Caring responsibilities	--	
Disability	--	
Ethnic background	12	
Gender	--	
Gender reassignment or perceived gender	--	
Grade or responsibility level	12	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	--	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	--	
Any other grounds	--	
Prefer not to say	--	

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



All questions by theme

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^ 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		14%	0	+2
No		82%	+2 ↗	0
Prefer not to say		4%	-2 ↗	-2

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	--	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	--	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	10	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	10	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	22	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	--	
Treated less favourably to others	13	
Ignored, excluded, marginalised	14	
Undermining or taking credit for my work	14	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	--	
Something else not listed here	--	
Prefer not to say	--	

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



## All questions by theme

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^ 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	16	
A colleague in a different Area/Directorate/ Division of UKEF	10	
My manager	11	
Another senior member of staff in UKEF	--	
Someone I manage	--	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	--	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	--	

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	<b>53%</b>	+20 ◇	+2
No	<b>43%</b>	-13 ◇	0
Prefer not to say	<b>5%</b>	-8	-2

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	<b>26%</b>	+10
No	<b>50%</b>	-13 ◇
Prefer not to say	<b>24%</b>	+2
The bullying and/or harassment has stopped		
Yes	<b>36%</b>	-2
No	<b>33%</b>	-4
Prefer not to say	<b>31%</b>	+7
The culture in my area allows this kind of behaviour to continue		
Yes	<b>49%</b>	-7 ◇
No	<b>23%</b>	-2
Prefer not to say	<b>28%</b>	+10
I felt like I was punished for reporting the incident		
Yes	<b>13%</b>	-4
No	<b>55%</b>	0
Prefer not to say	<b>32%</b>	+5
I moved to another team or role to avoid the behaviour		
Yes	Results for this response have been suppressed as there are fewer than ten responses	
No	<b>61%</b>	0
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses	



## Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

### My Organisation

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQA1 I am familiar with UKEF's values / purpose / mission	41	54				95%	+8 ✦
LQA2 I believe the process of filling vacancies within UKEF is fair	16	31	23	18	12	47%	-3 ✦
LQA3 UKEF provides good support for employees' health, wellbeing and resilience	24	46	16	11		70%	+2
LQA4 I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment	19	39	31	8		58%	-2 ✦

### Smarter Working

	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)	54	36	5			89%	-1
LQD2 My manager supports me to work as flexibly as possible in line with the requirements of my role	49	37	7			86%	-1
LQD3 Smarter Working allows me to be more productive in my role	45	37	12			82%	+3 ✦
LQD4 I feel confident in using modern workplace technologies to connect and collaborate with colleagues	40	45	6	7		85%	+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.

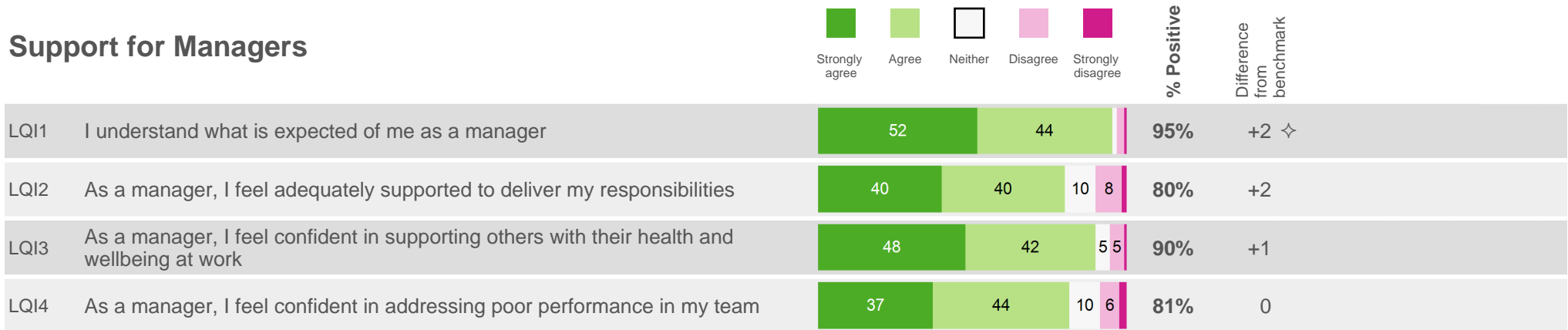




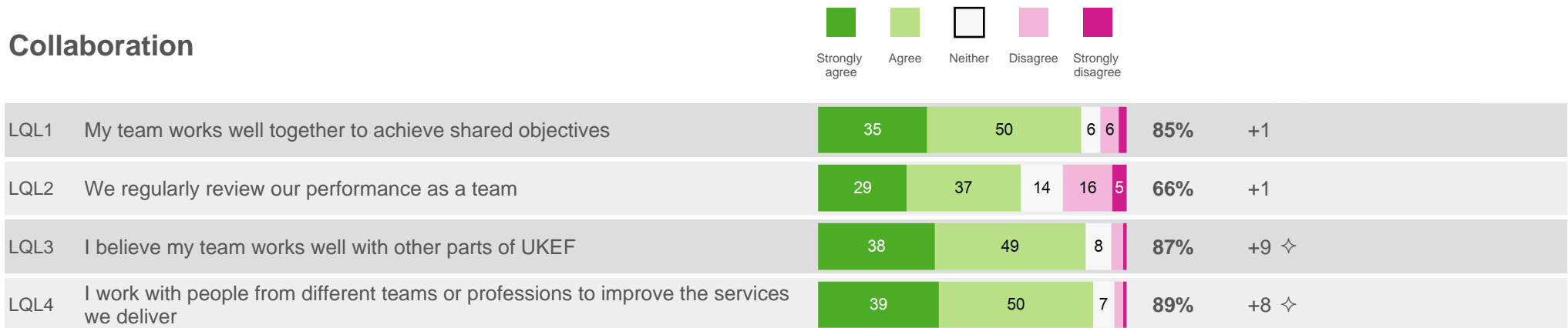
Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Support for Managers



Collaboration



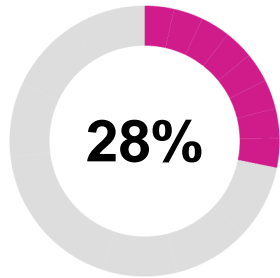
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



## 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"

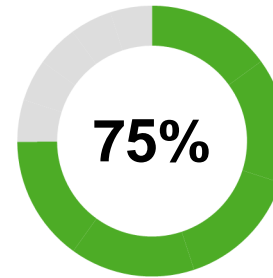


Difference from previous survey	-1 ◇
Difference from CS2019	0
Difference from CS High Performers	+2 ◇

### Proxy Stress Index

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

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



Difference from previous survey	+1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	0

### 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	80%
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	83%
B30 I have clear work objectives	77%
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 Have you been bullied or harassed at work, in the past 12 months?*	82%

	% positive
B01 I am interested in my work	92%
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	85%
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?	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 <b>Theme score % positive</b> ), 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>)