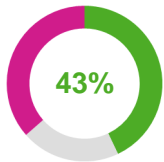


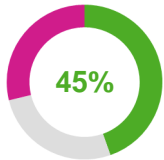


Taking action

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



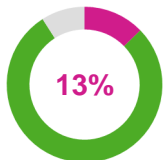
B52. I believe that senior managers (Senior Civil Service Pay Band 1 and above) in DWP will take action on the results from this survey



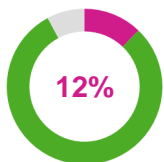
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



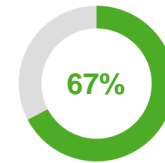
E01. Have you been discriminated against at work, in the past 12 months?



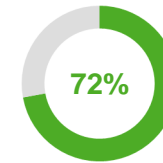
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

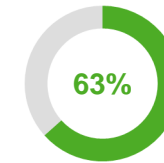
■ % responding positively to W01 - W03 ■ % responding negatively to W04



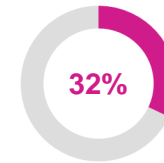
W01. Overall, how satisfied are you with your life nowadays?



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

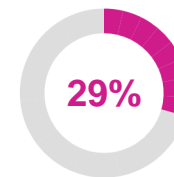


W03. Overall, how happy did you feel yesterday?

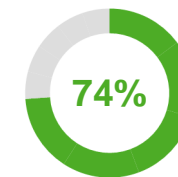


W04. Overall, how anxious did you feel yesterday?

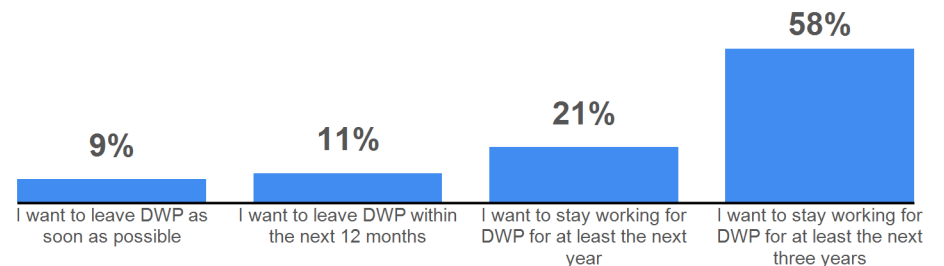
Proxy Stress Index




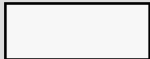


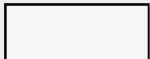










PERMA Index



Your plans for the future



Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B18	The people in my team can be relied upon to help when things get difficult in my job	 90%	B40	I believe that DWP's departmental level Executive Team has a clear vision for the future of DWP	 32%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 56%
B54	I am trusted to carry out my job effectively	 89%	B39	I believe the actions of senior managers (Senior Civil Service Pay Band 1 and above) are consistent with DWP's values	 32%	B35	I feel that my pay adequately reflects my performance	 54%
B26	I am treated with respect by the people I work with	 87%	B41	Overall, I have confidence in the decisions made by DWP's senior managers (Senior Civil Service Pay Band 1 and above)	 28%	B45	I have the opportunity to contribute my views before decisions are made that affect me	 43%
B01	I am interested in my work	 87%	B17	Poor performance is dealt with effectively in my team	 27%	B36	I am satisfied with the total benefits package	 42%
B19	The people in my team work together to find ways to improve the service we provide	 87%	B53	Where I work, I think effective action has been taken on the results of the last survey	 27%	B42	I feel that change is managed well in DWP	 41%

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

72%

-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



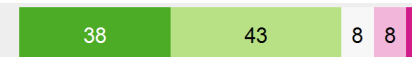
87%

-1 ◆

-3 ◆

-5 ◆

B02 I am sufficiently challenged by my work



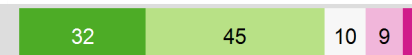
81%

-2 ◆

0 ◆

-2 ◆

B03 My work gives me a sense of personal accomplishment



76%

-1 ◆

-1 ◆

-4 ◆

B04 I feel involved in the decisions that affect my work



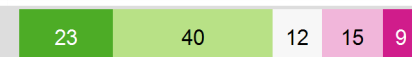
54%

-1 ◆

-6 ◆

-10 ◆

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



63%

0

-15 ◆

-19 ◆

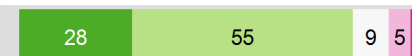
Organisational objectives and purpose

84%

-1 ◆ Difference from previous survey



B06 I have a clear understanding of DWP's objectives



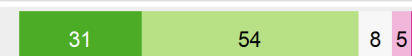
83%

-1 ◆

+1 ◆

-3 ◆

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



85%

-1 ◆

+1 ◆

-3 ◆

All questions by theme

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

My manager

73%

-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	32	42	12	9	5	75%	-1 ◇	+3 ◇	-1 ◇
B09	My manager is considerate of my life outside work	47	37	8	8	5	84%	+1 ◇	-2 ◇	-5 ◇
B10	My manager is open to my ideas	39	41	11	6	5	80%	0	-3 ◇	-6 ◇
B11	My manager helps me to understand how I contribute to DWP's objectives	30	43	16	8	5	73%	-1 ◇	+6 ◇	+2 ◇
B12	Overall, I have confidence in the decisions made by my manager	36	40	12	8	5	76%	0	-1 ◇	-5 ◇
B13	My manager recognises when I have done my job well	39	41	9	7	5	81%	-1 ◇	0	-3 ◇
B14	I receive regular feedback on my performance	31	42	11	12	5	73%	-3 ◇	+4 ◇	+1 ◇
B15	The feedback I receive helps me to improve my performance	29	39	17	10	5	68%	-3 ◇	+3 ◇	0
B16	I think that my performance is evaluated fairly	28	42	16	9	5	69%	-2 ◇	+1 ◇	-2 ◇
B17	Poor performance is dealt with effectively in my team	17	31	27	15	10	48%	-2 ◇	+8 ◇	+4 ◇



All questions by theme

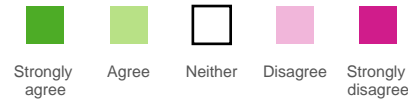
◆ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My team

85%

0

Difference
from
previous
survey



% Positive

Difference
from
previous
survey

Difference
from
CS2019

Difference
from CS High
Performers

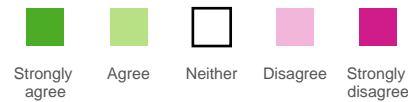
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	50	40	5	1	0	90%	0	+4 ◆	+1 ◆
B19	The people in my team work together to find ways to improve the service we provide	46	41	7	1	0	87%	0	+4 ◆	+1 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	39	39	11	8	0	78%	-1 ◆	+1 ◆	-2 ◆

Learning and development

60%

-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
B21	I am able to access the right learning and development opportunities when I need to	20	52	14	10	0	72%	+2 ◆	+8 ◆	+1 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	18	41	21	14	5	59%	-1 ◆	+5 ◆	0
B23	There are opportunities for me to develop my career in DWP	17	40	19	15	9	58%	-3 ◆	+7 ◆	0
B24	Learning and development activities I have completed while working for DWP are helping me to develop my career	16	34	25	17	8	50%	-1 ◆	0	-6 ◆



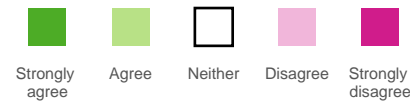
All questions by theme

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

Inclusion and fair treatment

79%

0 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

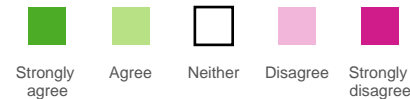
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work	33	48	8	7	5	81%	0	-1 ◆	-4 ◆
B26 I am treated with respect by the people I work with	38	49	7	7	5	87%	-1 ◆	+2 ◆	-1 ◆
B27 I feel valued for the work I do	28	41	13	12	6	69%	-1 ◆	+1 ◆	-4 ◆
B28 I think that DWP respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	32	46	11	6	5	78%	0	0 ◆	-3 ◆

Resources and workload

75%

+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
B29 I get the information I need to do my job well	18	53	13	13	5	71%	0	0	-5 ◆
B30 I have clear work objectives	22	54	12	9	5	76%	-3 ◆	0 ◆	-3 ◆
B31 I have the skills I need to do my job effectively	29	57	7	7	5	86%	0	-3 ◆	-6 ◆
B32 I have the tools I need to do my job effectively	20	52	11	12	5	72%	+5 ◆	-1 ◆	-7 ◆
B33 I have an acceptable workload	17	51	12	13	7	69%	0 ◆	+5 ◆	+1 ◆
B34 I achieve a good balance between my work life and my private life	24	50	11	10	5	74%	+1 ◆	+3 ◆	-2 ◆



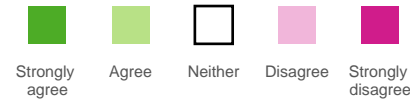
All questions by theme

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

Pay and benefits

36%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

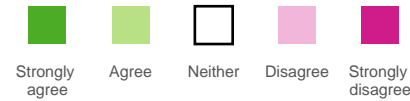
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	7	27	12	28	26	34%	-2 ◇	0	-7 ◇
B36 I am satisfied with the total benefits package	9	33	16	23	19	42%	-2 ◇	+3 ◇	-7 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	8	24	13	28	27	32%	-1 ◇	+4 ◇	-4 ◇

Leadership and managing change

45%

-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
B38 Senior managers (Senior Civil Service Pay Band 1 and above) in DWP are sufficiently visible	11	36	19	21	13	47%	-1 ◇	-16 ◇	-26 ◇
B39 I believe the actions of senior managers (Senior Civil Service Pay Band 1 and above) are consistent with DWP's values	10	36	32	13	9	46%	-1 ◇	-8 ◇	-18 ◇
B40 I believe that DWP's departmental level Executive Team has a clear vision for the future of DWP	10	35	32	13	9	45%	-2 ◇	-5 ◇	-15 ◇
B41 Overall, I have confidence in the decisions made by DWP's senior managers (Senior Civil Service Pay Band 1 and above)	10	31	28	18	13	40%	-1 ◇	-11 ◇	-22 ◇
B42 I feel that change is managed well in DWP	8	33	18	29	13	41%	0	+6 ◇	-5 ◇
B43 When changes are made in DWP they are usually for the better	8	29	26	25	11	38%	-2 ◇	+2 ◇	-6 ◇
B44 DWP keeps me informed about matters that affect me	11	49	18	15	8	60%	0	0	-8 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	9	29	19	28	15	38%	-1 ◇	-2 ◇	-12 ◇
B46 I think it is safe to challenge the way things are done in DWP	11	37	20	19	13	48%	0 ◇	-2 ◇	-9 ◇



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 DWP	17	33	24	16	9	51%	-1 ◆	-16 ◆	-22 ◆
B48 I would recommend DWP as a great place to work	18	36	23	15	9	53%	0	-8 ◆	-16 ◆
B49 I feel a strong personal attachment to DWP	19	33	23	17	9	52%	-1 ◆	0 ◆	-6 ◆
B50 DWP inspires me to do the best in my job	17	35	24	16	8	52%	-1 ◆	0	-7 ◆
B51 DWP motivates me to help it achieve its objectives	16	34	25	16	9	50%	-1 ◆	0 ◆	-6 ◆

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 (Senior Civil Service Pay Band 1 and above) in DWP will take action on the results from this survey	11	32	21	20	17	43%	-1 ◆	-8 ◆	-17 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	14	31	27	16	13	45%	-1 ◆	+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	35	53	6			89%	0 ◇	-1 ◇	-3 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	25	43	16	11		68%	0	-4 ◇	-8 ◇
B56 In DWP, people are encouraged to speak up when they identify a serious policy or delivery risk	22	46	15	11	6	68%	0	-2 ◇	-6 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	20	47	13	13	7	67%	0	+1 ◇	-3 ◇
B58 DWP is committed to creating a diverse and inclusive workplace	27	51	13	5		78%	0	+2 ◇	-1 ◇

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'	18	49	15	13	5	66%	-1 ◇	+9 ◇	-3 ◇

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^	25	38	24	9		63%	New	-3 ◇	-10 ◇

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
^ indicates a variation in question wording from your previous survey

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?	13	19	47	21	67%	+2 ◆	0	-3 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	17	44	28	72%	0 ◆	+1 ◆	-2 ◆
W03 Overall, how happy did you feel yesterday?	18	19	39	24	63%	0 ◆	+1 ◆	-1 ◆

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	25	18	32	32%	0 ◆	0	+2 ◆



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 DWP?

			Difference from previous survey	Difference from CS2019
I want to leave DWP as soon as possible		9%	0 ◇	+2 ◇
I want to leave DWP within the next 12 months		11%	+1 ◇	-3 ◇
I want to stay working for DWP for at least the next year		21%	+1 ◇	-12 ◇
I want to stay working for DWP for at least the next three years		58%	-2 ◇	+15 ◇

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?		6	94%	0	+2 ◇	-1 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		24	76%	-1 ◇	+11 ◇	+5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in DWP it would be investigated properly?		29	71%	0	0 ◇	-5 ◇

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		13%	-1 ✧	+2 ✧
No		78%	+1 ✧	-3 ✧
Prefer not to say		9%	+1 ✧	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 96% said it occurred in DWP while 4% 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	967	
Caring responsibilities	1,045	
Disability	1,347	
Ethnic background	672	
Gender	632	
Gender reassignment or perceived gender	25	
Grade or responsibility level	1,054	
Main spoken/ written language or language ability	174	
Marital status or civil partnership	111	
Mental health	1,245	
Pay	642	
Pregnancy, maternity or paternity	99	
Religion or belief	280	
Sex	272	
Sexual orientation	215	
Social or educational background	261	
Working location	657	
Working pattern	1,705	
Any other grounds	882	
Prefer not to say	911	



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		12%	0 ↕	+1 ↕
No		80%	0	-2 ↕
Prefer not to say		8%	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	690	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	294	
Spreading gossip or making false accusations about me	1,838	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	1,703	
Physical assault (e.g. object thrown at me, pushed, hit)	49	
Humiliated in front of team or others	2,689	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	2,769	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	1,475	
Treated less favourably to others	2,769	
Ignored, excluded, marginalised	2,309	
Undermining or taking credit for my work	1,462	
Denied time off for personal ill health	380	
Denied time off for family or caring responsibilities	485	
Disclosure of personal / sensitive information to colleagues without my consent	747	
Something else not listed here	799	
Prefer not to say	439	

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 97% said it occurred in DWP while 3% said it occurred in another organisation.

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	2,608	
A colleague in a different Area/Directorate/ Division of DWP	354	
My manager	2,318	
Another senior member of staff in DWP	1,561	
Someone I manage	244	
Someone working in a different Civil Service organisation	50	
Someone working for a non-Civil Service organisation	73	
A contractor	58	
A service user (e.g. customer, claimant, offender)	171	
A member of the public	191	
Someone else not listed here	171	
Prefer not to say	906	

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	47%	+7 ↗	-4 ↗
No	45%	0	+3 ↗
Prefer not to say	8%	-7 ↗	+2 ↗

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

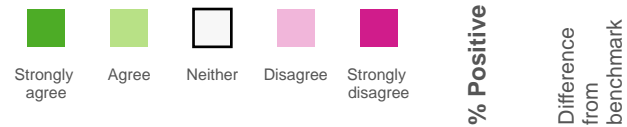
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	16%	0
No	62%	-1 ↗
Prefer not to say	22%	+1 ↗
The bullying and/or harassment has stopped		
Yes	38%	0
No	35%	-2 ↗
Prefer not to say	27%	+3 ↗
The culture in my area allows this kind of behaviour to continue		
Yes	56%	0
No	23%	-2 ↗
Prefer not to say	21%	+3 ↗
I felt like I was punished for reporting the incident		
Yes	20%	+2 ↗
No	49%	-6 ↗
Prefer not to say	32%	+5 ↗
I moved to another team or role to avoid the behaviour		
Yes	23%	+1 ↗
No	58%	-3 ↗
Prefer not to say	20%	+4 ↗

Additional questions selected by organisation

⬠ indicates statistically significant difference from comparison

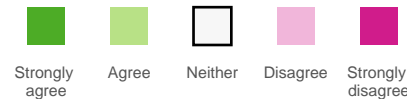
Safe to Challenge

* 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 DWP*	Yes: 25% No: 66% Prefer not to say: 9%					66%	-3 ⬠
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	22	49	22	6		71%	+3 ⬠
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	18	39	16	20	7	57%	+3 ⬠
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	13	30	23	23	12	42%	+1 ⬠

Performance Management



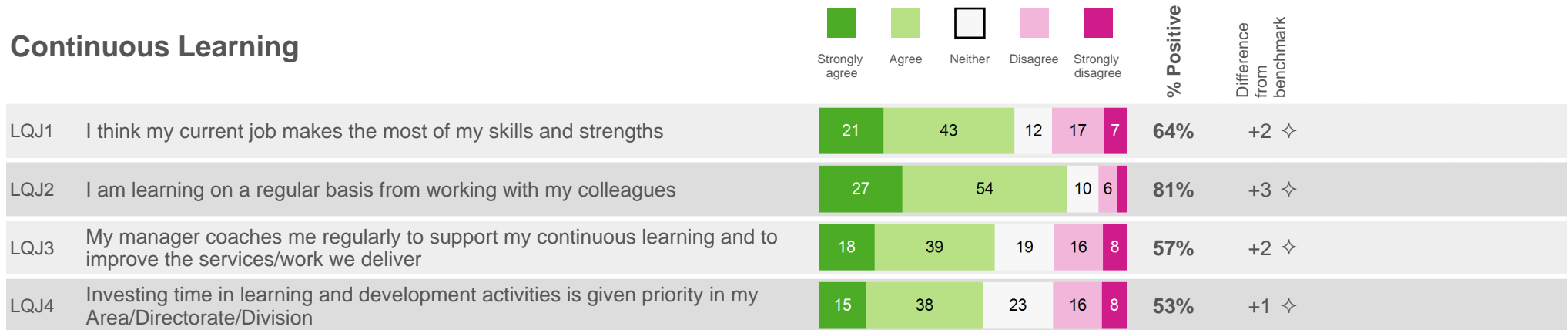
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQH1	I feel empowered by my manager to do my job	30	44	14	8		74%	-3 ⬠
LQH2	The one-to-one conversations I have with my manager are helping me to achieve my full potential	25	40	18	10	6	65%	+3 ⬠
LQH3a	In general, how often do you discuss the following with your manager: How well I am meeting my work objectives?	16	44	27	6	7	-	
LQH3b	In general, how often do you discuss the following with your manager: My development needs and career goals?	7	42	31	8	11	-	
LQH3c	In general, how often do you discuss the following with your manager: My personal wellbeing and/or work-related stress?	31	37	18	11		-	

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.

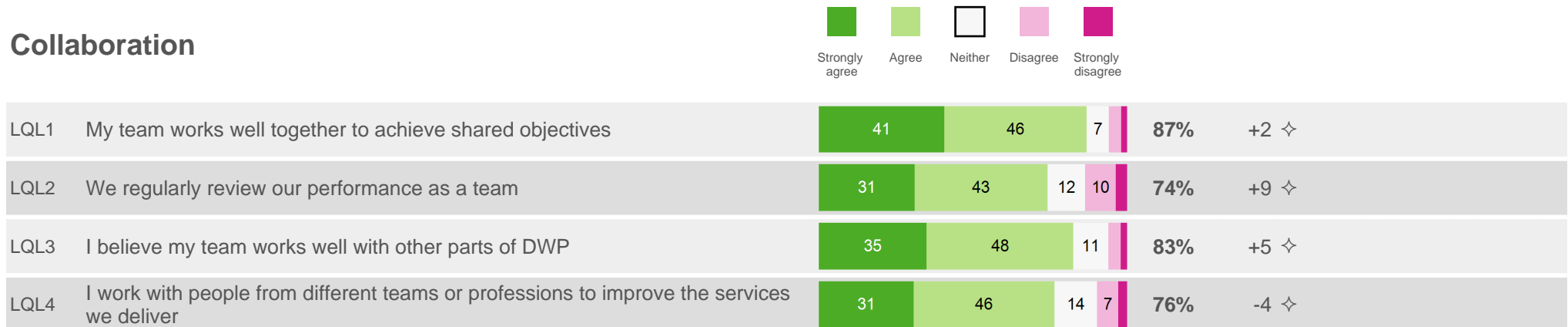
Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

Continuous Learning



Collaboration

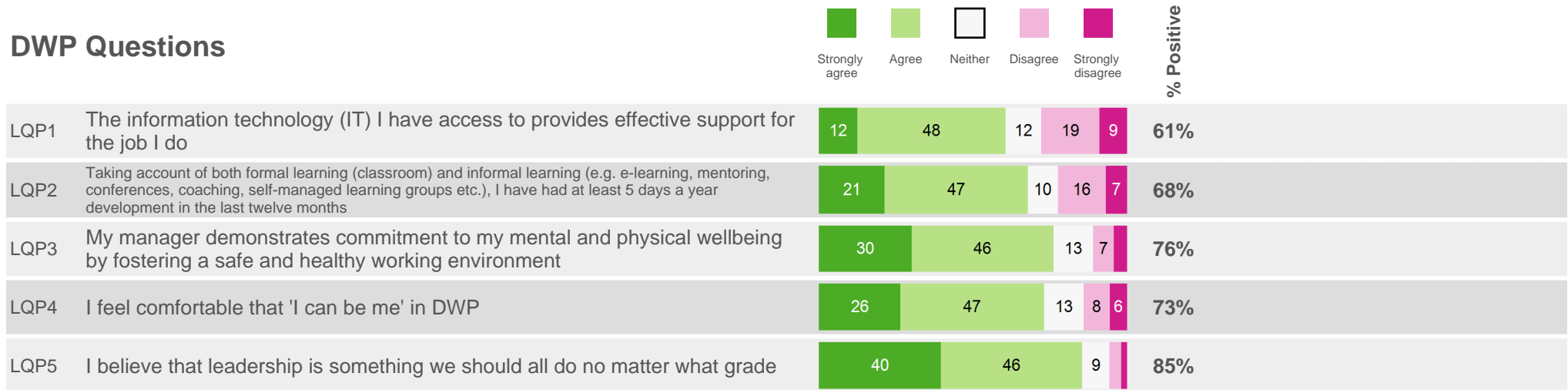


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

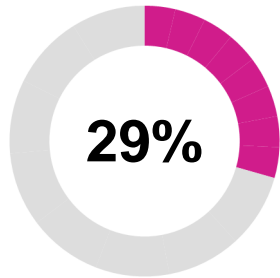
DWP Questions



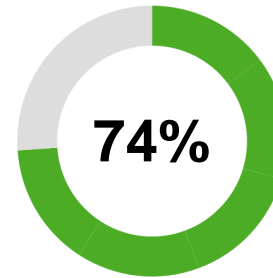
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



Difference from previous survey	0 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	+3 ◇



Difference from previous survey	0 ◇
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	63%
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	90%
B26	I am treated with respect by the people I work with	87%
B30	I have clear work objectives	76%
B33	I have an acceptable workload	69%
B45	I have the opportunity to contribute my views before decisions are made that affect me	38%
E03	Have you been bullied or harassed at work, in the past 12 months?**	80%

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	87%
B03	My work gives me a sense of personal accomplishment	76%
B18	The people in my team can be relied upon to help when things get difficult in my job	90%
W01	Overall, how satisfied are you with your life nowadays?	67%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	72%



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>)