

Home Office (Corporate Report)

Returns : 21,095

Response rate : 60%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison



Home Office (Corporate Report)

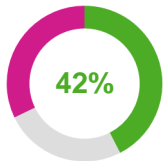
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Response rate : 60%

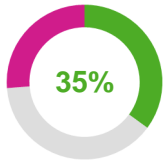
Civil Service People Survey 2019

Taking action

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



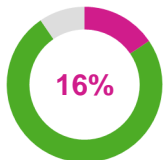
B52. I believe that [senior managers] in [my organisation] will take action on the results from this survey



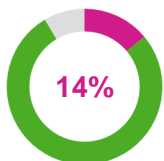
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



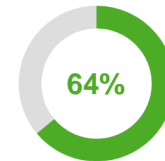
E01. Have you been discriminated against at work, in the past 12 months?



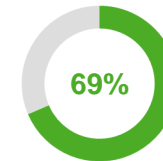
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

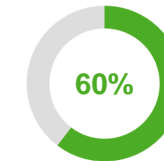
■ % responding positively to W01 - W03 ■ % responding negatively to W04



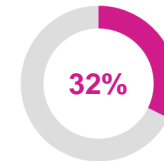
W01. Overall, how satisfied are you with your life nowadays?



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

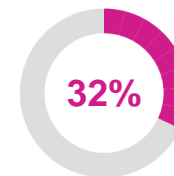


W03. Overall, how happy did you feel yesterday?

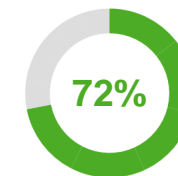


W04. Overall, how anxious did you feel yesterday?

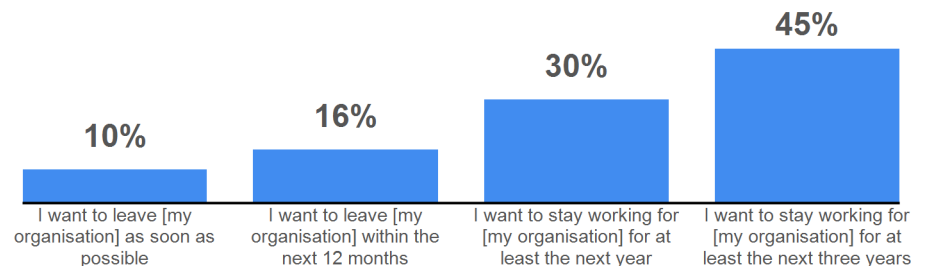
Proxy Stress Index



PERMA Index



Your plans for the future










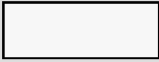




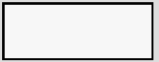

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Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 88%	B53 Where I work, I think effective action has been taken on the results of the last survey  39%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  54%	
B54 I am trusted to carry out my job effectively	 86%	B43 When changes are made in [my organisation] they are usually for the better  39%		B35 I feel that my pay adequately reflects my performance  52%	
B31 I have the skills I need to do my job effectively	 84%	B17 Poor performance is dealt with effectively in my team  34%		B36 I am satisfied with the total benefits package  46%	
B18 The people in my team can be relied upon to help when things get difficult in my job	 83%	B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]  34%		B42 I feel that change is managed well in [my organisation]  40%	
B07 I understand how my work contributes to [my organisation's] objectives	 83%	B51 [My organisation] motivates me to help it achieve its objectives  33%		B45 I have the opportunity to contribute my views before decisions are made that affect me  39%	

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

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All questions by theme

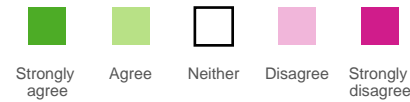
◆ indicates statistically significant difference from comparison
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My work

70%

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
B01 I am interested in my work	40	47	7	1	1	88%	0	-3 ◆	-5 ◆
B02 I am sufficiently challenged by my work	32	44	12	9	1	76%	0	-4 ◆	-7 ◆
B03 My work gives me a sense of personal accomplishment	27	45	14	10	1	72%	+1 ◆	-5 ◆	-8 ◆
B04 I feel involved in the decisions that affect my work	17	35	19	18	11	52%	0	-8 ◆	-12 ◆
B05 I have a choice in deciding how I do my work	22	40	16	13	8	62%	-1 ◆	-16 ◆	-20 ◆

Organisational objectives and purpose

81%

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
B06 I have a clear understanding of [my organisation's] objectives	24	55	13	6	1	79%	0	-4 ◆	-8 ◆
B07 I understand how my work contributes to [my organisation's] objectives	29	54	11	5	1	83%	0	-1 ◆	-5 ◆

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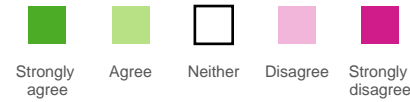
All questions by theme

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My manager

67%

+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	26	42	17	10	6	68%	+2 ◇	-4 ◇	-8 ◇
B09	My manager is considerate of my life outside work	42	38	12	5	5	79%	+2 ◇	-7 ◇	-10 ◇
B10	My manager is open to my ideas	36	41	14	5	5	77%	+1 ◇	-7 ◇	-9 ◇
B11	My manager helps me to understand how I contribute to [my organisation's] objectives	23	40	23	9	5	64%	+1 ◇	-3 ◇	-8 ◇
B12	Overall, I have confidence in the decisions made by my manager	31	41	15	7	5	72%	+2 ◇	-4 ◇	-8 ◇
B13	My manager recognises when I have done my job well	34	43	13	7	5	77%	+1 ◇	-4 ◇	-7 ◇
B14	I receive regular feedback on my performance	24	41	16	13	6	65%	+1 ◇	-4 ◇	-7 ◇
B15	The feedback I receive helps me to improve my performance	23	39	23	10	5	61%	+1 ◇	-3 ◇	-6 ◇
B16	I think that my performance is evaluated fairly	22	42	20	10	6	64%	+2 ◇	-4 ◇	-8 ◇
B17	Poor performance is dealt with effectively in my team	12	27	34	15	11	39%	+1 ◇	-1 ◇	-4 ◇

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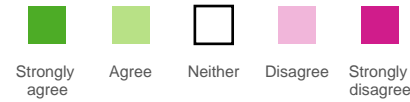
All questions by theme

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My team

78%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

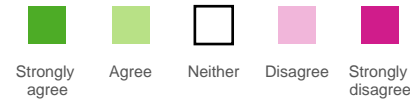
Difference from CS High Performers

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	37	46	10	5		83%	+1 ◇	-3 ◇	-5 ◇
B19	The people in my team work together to find ways to improve the service we provide	33	45	13	6		79%	0	-4 ◇	-8 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	42	16	8		72%	+1 ◇	-5 ◇	-8 ◇

Learning and development

51%

+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	14	46	21	14	5	60%	+1 ◇	-4 ◇	-11 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	37	29	15	6	50%	+1 ◇	-4 ◇	-9 ◇
B23	There are opportunities for me to develop my career in [my organisation]	14	39	23	15	10	53%	+1 ◇	+2 ◇	-5 ◇
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	12	32	31	16	9	43%	+1 ◇	-7 ◇	-13 ◇

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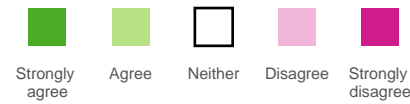
All questions by theme

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Inclusion and fair treatment

73%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

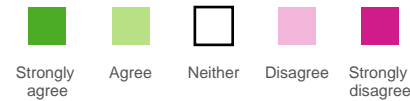
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	27	48	12	8	5	76%	+1 ◇	-6 ◇	-9 ◇
B26	I am treated with respect by the people I work with	31	51	10	5	5	82%	0	-4 ◇	-6 ◇
B27	I feel valued for the work I do	22	40	18	12	8	62%	+1 ◇	-6 ◇	-11 ◇
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	26	46	15	7	5	73%	+1 ◇	-5 ◇	-9 ◇

Resources and workload

69%

+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	14	51	18	13	5	65%	+1 ◇	-6 ◇	-11 ◇
B30	I have clear work objectives	18	55	15	9	5	73%	0	-2 ◇	-6 ◇
B31	I have the skills I need to do my job effectively	25	59	10	5	5	84%	0	-5 ◇	-8 ◇
B32	I have the tools I need to do my job effectively	15	47	17	15	6	62%	+1 ◇	-10 ◇	-16 ◇
B33	I have an acceptable workload	12	49	17	14	7	62%	+3 ◇	-2 ◇	-6 ◇
B34	I achieve a good balance between my work life and my private life	20	48	15	11	6	67%	+2 ◇	-4 ◇	-9 ◇

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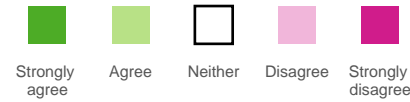
All questions by theme

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Pay and benefits

28%

+2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

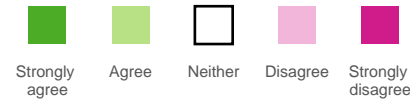
Difference from CS High Performers

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	5	25	18	28	25	29%	+2 ◇	-5 ◇	-12 ◇
B36 I am satisfied with the total benefits package	5	25	24	25	21	30%	+2 ◇	-9 ◇	-19 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	21	20	27	27	26%	+2 ◇	-2 ◇	-9 ◇

Leadership and managing change

43%

+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
B38 [Senior managers] in [my organisation] are sufficiently visible	14	46	17	15	9	60%	+3 ◇	-3 ◇	-13 ◇
B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	11	39	28	12	9	50%	+3 ◇	-4 ◇	-14 ◇
B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	10	34	34	12	9	44%	0	-6 ◇	-17 ◇
B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	10	35	29	15	11	45%	+3 ◇	-7 ◇	-18 ◇
B42 I feel that change is managed well in [my organisation]	5	27	28	27	13	32%	+2 ◇	-3 ◇	-13 ◇
B43 When changes are made in [my organisation] they are usually for the better	5	25	39	21	11	30%	+1 ◇	-6 ◇	-14 ◇
B44 [My organisation] keeps me informed about matters that affect me	8	47	24	14	7	55%	+3 ◇	-6 ◇	-14 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	6	28	27	25	14	34%	0	-7 ◇	-17 ◇
B46 I think it is safe to challenge the way things are done in [my organisation]	7	34	27	18	13	41%	+1 ◇	-8 ◇	-15 ◇

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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 [my organisation]	16	38	29	11	7	54%	+2 ◆	-13 ◆	-19 ◆
B48 I would recommend [my organisation] as a great place to work	13	36	29	14	8	50%	+2 ◆	-11 ◆	-20 ◆
B49 I feel a strong personal attachment to [my organisation]	13	31	31	17	9	44%	+1	-9 ◆	-14 ◆
B50 [My organisation] inspires me to do the best in my job	12	34	32	15	8	46%	+2 ◆	-6 ◆	-14 ◆
B51 [My organisation] motivates me to help it achieve its objectives	11	32	33	15	8	44%	+2 ◆	-6 ◆	-13 ◆

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 [my organisation] will take action on the results from this survey	10	33	25	17	15	42%	+1	-9 ◆	-17 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	10	25	39	14	12	35%	+1 ◆	-3 ◆	-10 ◆

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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	31	55	7	5		86%	0	-4 ◇	-6 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	20	44	20	11	5	64%	0	-9 ◇	-12 ◇
B56 In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	17	46	20	10	6	63%	+2 ◇	-7 ◇	-12 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	17	47	17	12	7	64%	+2 ◇	-2 ◇	-6 ◇
B58 [My organisation] is committed to creating a diverse and inclusive workplace	22	50	18	5		72%	+1 ◇	-4 ◇	-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'	12	41	21	19	8	53%	+6 ◇	-5 ◇	-16 ◇

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^	20	38	28	10		58%	New	-8 ◇	-14 ◇

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

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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?	14	23	48	16	64%	+2 ◇	-3 ◇	-7 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	20	45	24	69%	0	-3 ◇	-5 ◇
W03 Overall, how happy did you feel yesterday?	18	22	39	21	60%	0	-2 ◇	-4 ◇

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?	23	25	20	32	32%	0	0	+2 ◇

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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave [my organisation] as soon as possible		10%	-1 ◇	+2 ◇
I want to leave [my organisation] within the next 12 months		16%	+1 ◇	+1 ◇
I want to stay working for [my organisation] for at least the next year		30%	+1 ◇	-3 ◇
I want to stay working for [my organisation] for at least the next three years		45%	-1 ◇	+1 ◇

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?		12	88%	0	-4 ◇	-7 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		38	62%	-1 ◇	-4 ◇	-10 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		39	61%	0	-11 ◇	-15 ◇

All questions by theme

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 ^ 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		75%	+1 ✧	-7 ✧
Prefer not to say		10%	0	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 89% said it occurred in [your organisation] while 11% 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	637	
Caring responsibilities	411	
Disability	482	
Ethnic background	518	
Gender	547	
Gender reassignment or perceived gender	14	
Grade or responsibility level	741	
Main spoken/ written language or language ability	135	
Marital status or civil partnership	70	
Mental health	413	
Pay	346	
Pregnancy, maternity or paternity	62	
Religion or belief	153	
Sex	167	
Sexual orientation	93	
Social or educational background	202	
Working location	371	
Working pattern	715	
Any other grounds	489	
Prefer not to say	406	

All questions by theme

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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		78%	0	-5 ↗
Prefer not to say		9%	0	+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	349	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	152	
Spreading gossip or making false accusations about me	947	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	891	
Physical assault (e.g. object thrown at me, pushed, hit)	42	
Humiliated in front of team or others	1,242	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	1,444	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	839	
Treated less favourably to others	1,341	
Ignored, excluded, marginalised	1,154	
Undermining or taking credit for my work	840	
Denied time off for personal ill health	143	
Denied time off for family or caring responsibilities	206	
Disclosure of personal / sensitive information to colleagues without my consent	379	
Something else not listed here	336	
Prefer not to say	162	

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 90% said it occurred in [your organisation] while 10% 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	1,127	
A colleague in a different Area/Directorate/ Division of [my organisation]	210	
My manager	991	
Another senior member of staff in [my organisation]	835	
Someone I manage	166	
Someone working in a different Civil Service organisation	102	
Someone working for a non-Civil Service organisation	63	
A contractor	61	
A service user (e.g. customer, claimant, offender)	23	
A member of the public	77	
Someone else not listed here	72	
Prefer not to say	317	

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	49%	+10 ◇	-2 ◇
No	43%	-4 ◇	+1 ◇
Prefer not to say	7%	-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	14%	-2 ◇
No	66%	+3 ◇
Prefer not to say	20%	-1
The bullying and/or harassment has stopped		
Yes	35%	-3 ◇
No	41%	+3 ◇
Prefer not to say	25%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	59%	+4 ◇
No	23%	-2 ◇
Prefer not to say	18%	-1
I felt like I was punished for reporting the incident		
Yes	21%	+4 ◇
No	50%	-4 ◇
Prefer not to say	28%	+1 ◇
I moved to another team or role to avoid the behaviour		
Yes	25%	+4 ◇
No	59%	-2 ◇
Prefer not to say	16%	0

Returns : 21,095

Response rate : 60%

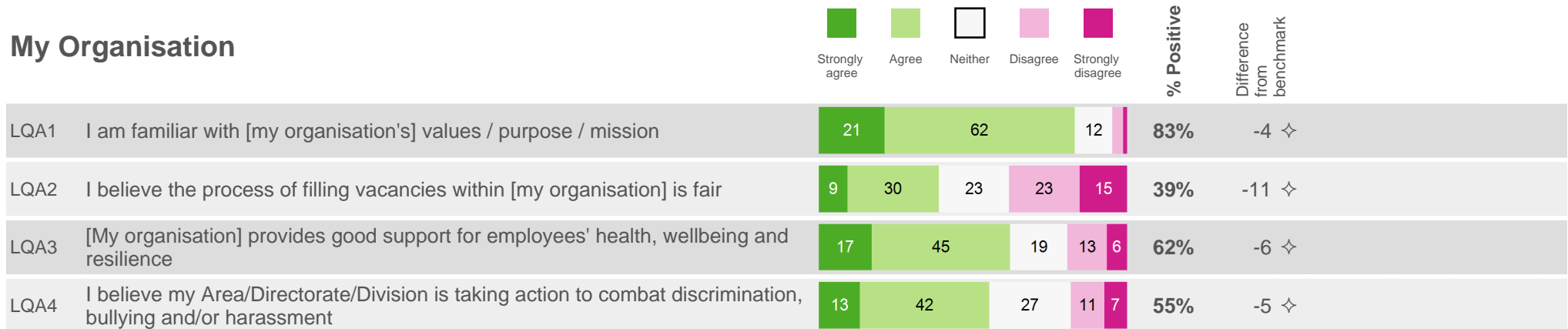
Civil Service People Survey 2019

Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

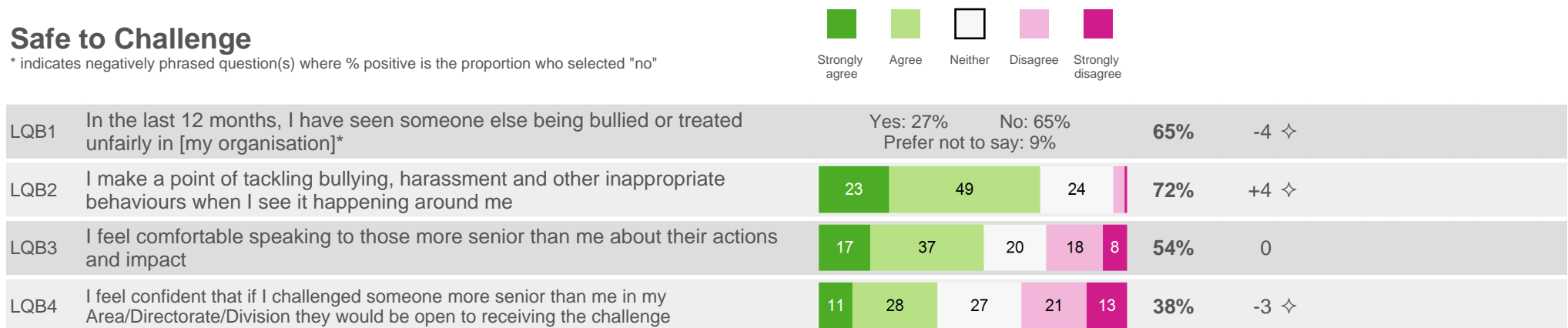
Please check which of your organisations selected each block before interpreting these results.

My Organisation



Safe to Challenge

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



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.

Home Office (Corporate Report)

Returns : 21,095

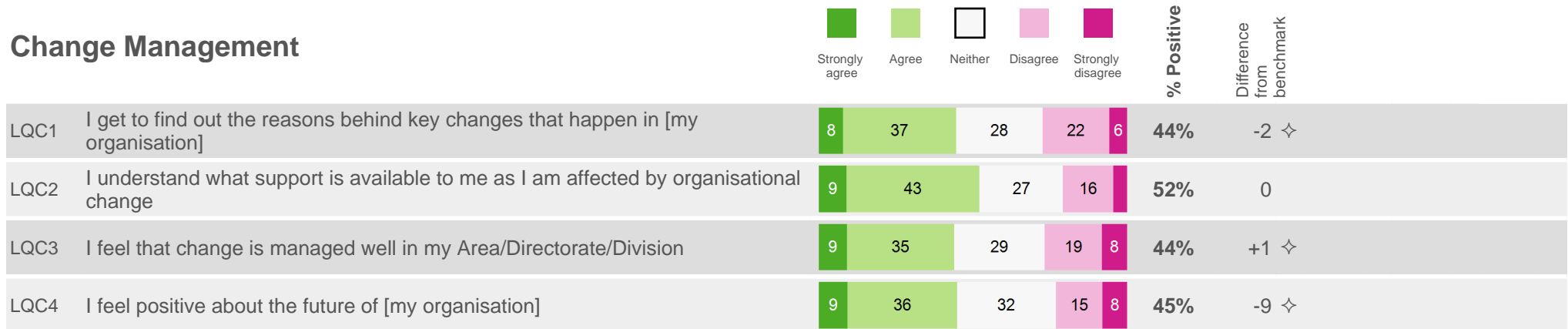
Response rate : 60%

Civil Service People Survey 2019

Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Change Management



Wellbeing at Work

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



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.

Returns : 21,095

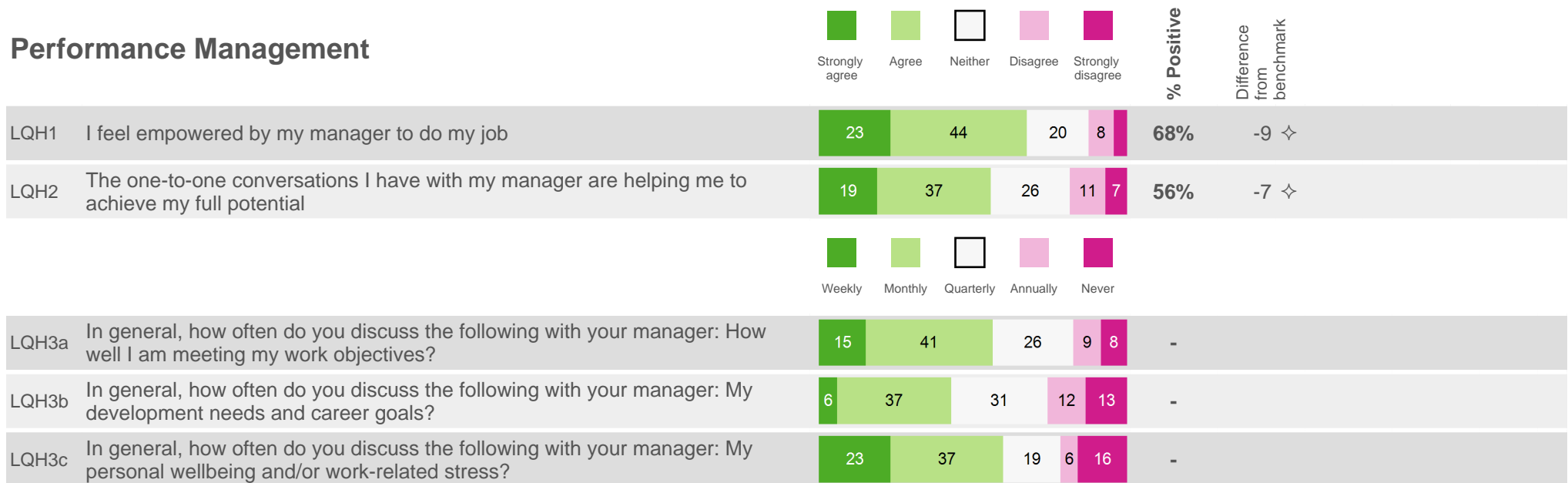
Response rate : 60%

Civil Service People Survey 2019

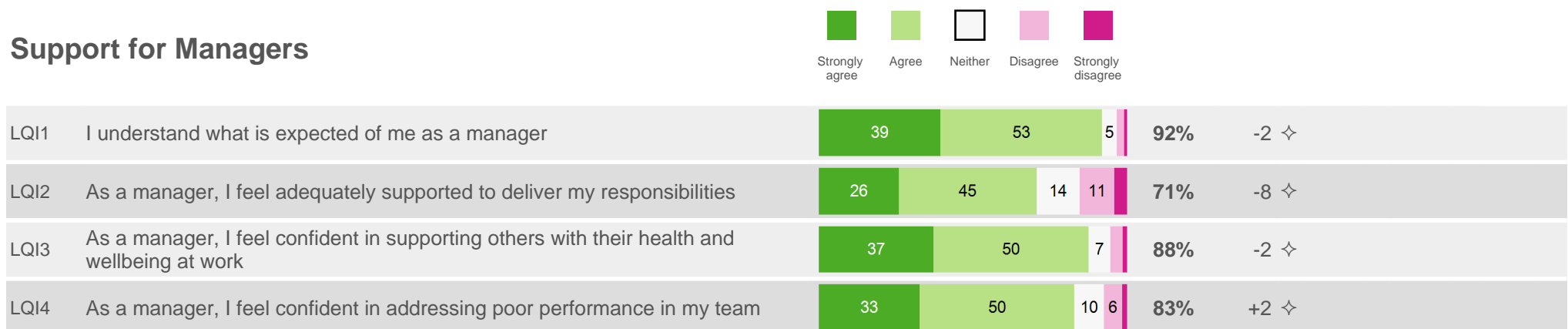
Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

Performance Management



Support for Managers



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.

Home Office (Corporate Report)

Returns : 21,095

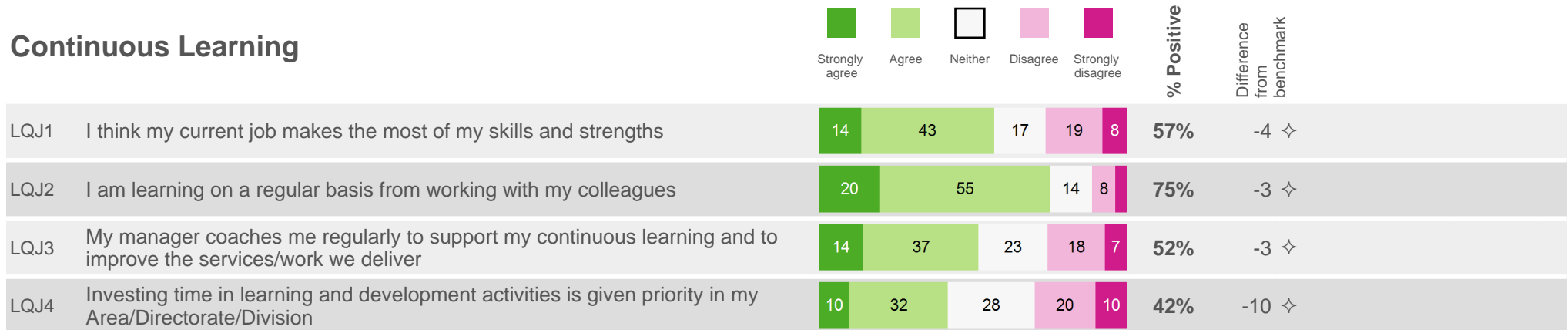
Response rate : 60%

Civil Service People Survey 2019

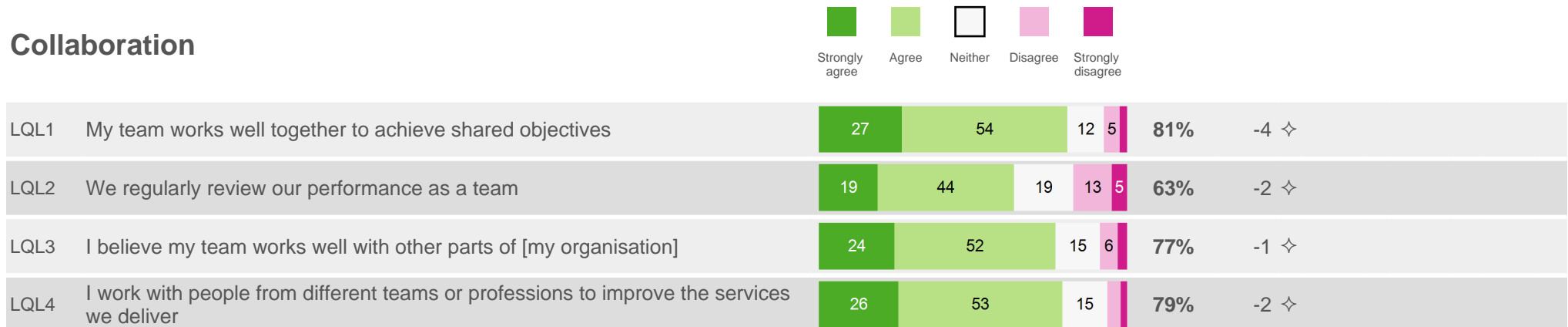
Additional questions selected by organisation

✦ 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.

Home Office (Corporate Report)

Returns : 21,095

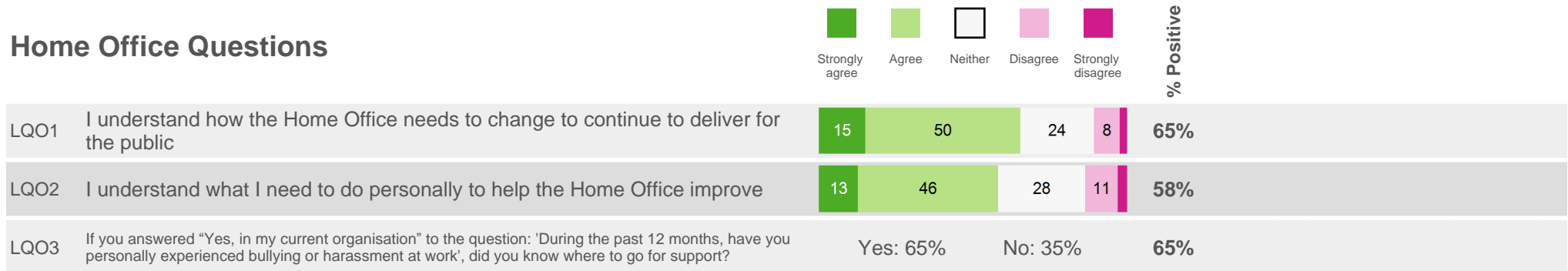
Response rate : 60%

Civil Service People Survey 2019

Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

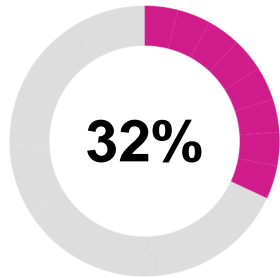
Home Office Questions



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	+4 ◇
Difference from CS High Performers	+6 ◇

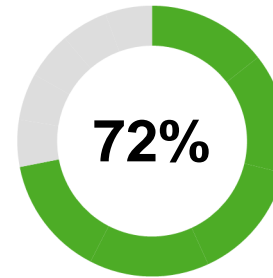
Proxy Stress Index

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	62%
B08	My manager motivates me to be more effective in my job	68%
B18	The people in my team can be relied upon to help when things get difficult in my job	83%
B26	I am treated with respect by the people I work with	82%
B30	I have clear work objectives	73%
B33	I have an acceptable workload	62%
B45	I have the opportunity to contribute my views before decisions are made that affect me	34%
E03	Have you been bullied or harassed at work, in the past 12 months?*	78%



Difference from previous survey	0 ◇
Difference from CS2019	-2 ◇
Difference from CS High Performers	-3 ◇

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	88%
B03	My work gives me a sense of personal accomplishment	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	83%
W01	Overall, how satisfied are you with your life nowadays?	64%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	69%

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>)