HM Passport Office

Returns : 2,499   Response rate : 62%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison

Engagement Index

57%

Difference from previous survey	0
Difference from CS2019	-6 ✧
Difference from CS High Performers	-10 ✧

My work

70%

Difference from previous survey	0
Difference from CS2019	-7 ✧
Difference from CS High Performers	-10 ✧

Organisational objectives and purpose

82%

Difference from previous survey	-2 ✧
Difference from CS2019	-1 ✧
Difference from CS High Performers	-5 ✧

My manager

69%

Difference from previous survey	-1
Difference from CS2019	-2 ✧
Difference from CS High Performers	-5 ✧

My team

85%

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

Learning and development

54%

Difference from previous survey	-3 ✧
Difference from CS2019	-1
Difference from CS High Performers	-6 ✧

Inclusion and fair treatment

72%

Difference from previous survey	0
Difference from CS2019	-6 ✧
Difference from CS High Performers	-9 ✧

Resources and workload

73%

Difference from previous survey	-2 ✧
Difference from CS2019	-1 ✧
Difference from CS High Performers	-4 ✧

Pay and benefits

21%

Difference from previous survey	-2 ✧
Difference from CS2019	-13 ✧
Difference from CS High Performers	-21 ✧

Leadership and managing change

43%

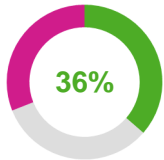|	
Difference from previous survey	-2 ✧
Difference from CS2019	-6 ✧
Difference from CS High Performers	-14 ✧

Returns : 2,499   Response rate : 62%

Taking action

- 🟩 % responding positively
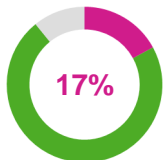- ⬜ % responding neutrally
- 🟪 % responding negatively
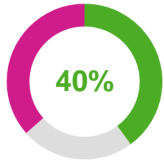
40% B52. I believe that senior managers in our organisation will take action on the results from this survey
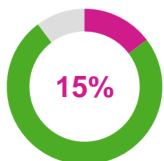
36% B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

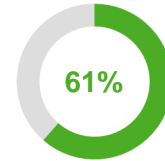- 🟪 % responding Yes
- 🟩 % responding No
- ⬜ % responding Prefer not to say

17% E01. Have you been discriminated against at work, in the past 12 months?

15% E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

- 🟩 % responding positively to W01 - W03
- 🟪 % responding negatively to W04
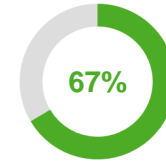
61% W01. Overall, how satisfied are you with your life nowadays?

67% W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
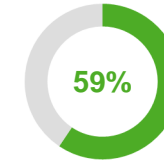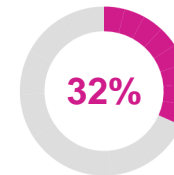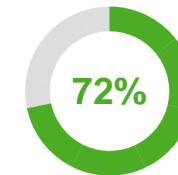
59% W03. Overall, how happy did you feel yesterday?
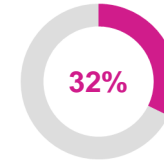
32% W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

32%

PERMA Index

72%

Your plans for the future

11%	15%	25%	49%
I want to leave our organisation as soon as possible	I want to leave our organisation within the next 12 months	I want to stay working for our organisation for at least the next year	I want to stay working for our organisation for at least the next three years
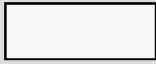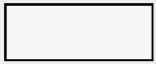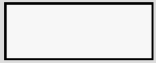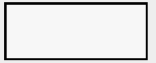
Headline scores

Highest positive scoring questions	% Positive
B54 I am trusted to carry out my job effectively	89%
B18 The people in my team can be relied upon to help when things get difficult in my job	88%
B01 I am interested in my work	87%
B19 The people in my team work together to find ways to improve the service we provide	86%
B31 I have the skills I need to do my job effectively	85%

Highest neutral scoring questions	% Neutral
B51 Our organisation motivates me to help it achieve its objectives	33%
B53 Where I work, I think effective action has been taken on the results of the last survey	33%
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement	33%
B43 When changes are made in our organisation they are usually for the better	31%
B50 Our organisation inspires me to do the best in my job	31%

Highest negative scoring questions	% Negative
B35 I feel that my pay adequately reflects my performance	66%
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	65%
B36 I am satisfied with the total benefits package	55%
B45 I have the opportunity to contribute my views before decisions are made that affect me	44%
B42 I feel that change is managed well in our organisation	41%

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

Returns : 2,499   Response rate : 62%

All questions by theme

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

My work — 70% — 0 Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

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	34	52	9			87%	-1	-4 ✧	-6 ✧
B02 I am sufficiently challenged by my work	31	47	10	9		78%	-1	-2 ✧	-5 ✧
B03 My work gives me a sense of personal accomplishment	26	48	12	10		74%	+1	-4 ✧	-6 ✧
B04 I feel involved in the decisions that affect my work	16	34	19	20	11	50%	0	-10 ✧	-14 ✧
B05 I have a choice in deciding how I do my work	21	39	16	16	8	60%	0	-18 ✧	-22 ✧
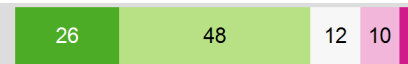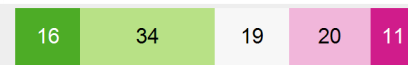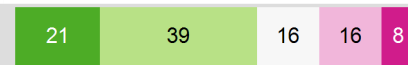
Organisational objectives and purpose — 82% — -2 ✧ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 our organisation's objectives	24	56	12	6		80%	-3 ✧	-3 ✧	-7 ✧
B07 I understand how my work contributes to our organisation's objectives	28	56	10			84%	-2 ✧	0	-4 ✧
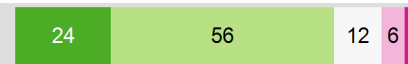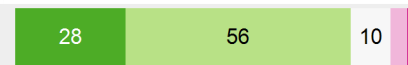
All questions by theme

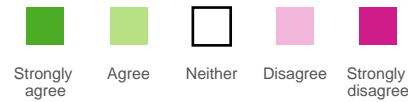| My manager	**69%** -1	Difference from previous survey	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08 My manager motivates me to be more effective in my job			28	42	16	11		70%	-1	-2 ✧	-6 ✧
B09 My manager is considerate of my life outside work			41	38	12	5		79%	+1	-7 ✧	-10 ✧
B10 My manager is open to my ideas			35	42	13	6		78%	0	-6 ✧	-8 ✧
B11 My manager helps me to understand how I contribute to our organisation's objectives			27	43	19	8		70%	-2 ✧	+3 ✧	-1 ✧
B12 Overall, I have confidence in the decisions made by my manager			33	40	14	9	5	73%	0	-4 ✧	-8 ✧
B13 My manager recognises when I have done my job well			35	43	12	7		77%	0	-3 ✧	-6 ✧
B14 I receive regular feedback on my performance			27	43	14	12		70%	-3 ✧	+1	-2 ✧
B15 The feedback I receive helps me to improve my performance			25	40	20	11		65%	-2 ✧	0	-3 ✧
B16 I think that my performance is evaluated fairly			24	41	18	11	6	65%	-1	-3 ✧	-7 ✧
B17 Poor performance is dealt with effectively in my team			15	29	31	14	11	44%	0	+3 ✧	0

Returns : 2,499   Response rate : 62%

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

My team — 85% +1
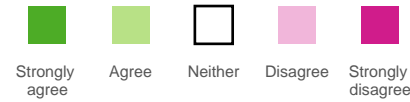Difference from previous survey
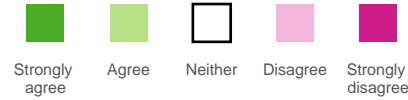
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	42	46	6			88%	+1	+2 ◇	-1
B19	The people in my team work together to find ways to improve the service we provide	40	46	8			86%	+1 ◇	+3 ◇	0
B20	The people in my team are encouraged to come up with new and better ways of doing things	35	45	13	5		80%	0	+3 ◇	0

Learning and development — 54% -3 ◇
Difference from previous survey

		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	15	50	18	13		64%	-4 ◇	0	-7 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	15	41	26	13	6	56%	-2 ◇	+1 ◇	-4 ◇
B23	There are opportunities for me to develop my career in our organisation	13	39	20	18	10	52%	-2	+1 ◇	-6 ◇
B24	Learning and development activities I have completed while working for our organisation are helping me to develop my career	11	32	31	17	9	44%	-3 ◇	-7 ◇	-12 ◇

Returns : 2,499   Response rate : 62%   Civil Service People Survey 2019

All questions by theme

Inclusion and fair treatment — 72% — 0 Difference from previous survey

		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	24	50	12	9	6	74%	+1	-8 ◇	-11 ◇
B26	I am treated with respect by the people I work with	29	53	10	5		82%	-1	-4 ◇	-6 ◇
B27	I feel valued for the work I do	20	40	18	14	8	60%	0	-8 ◇	-13 ◇
B28	I think that our organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	26	47	14	7	5	73%	0	-5 ◇	-8 ◇

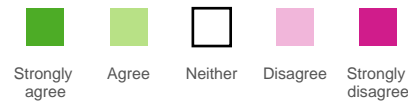### Resources and workload — 73% — -2 ◇ Difference from previous survey

		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	54	15	13		68%	-2 ◇	-3 ◇	-8 ◇
B30	I have clear work objectives	18	60	13	7		78%	-2 ◇	+2 ◇	-1 ◇
B31	I have the skills I need to do my job effectively	26	59	8			85%	-1	-4 ◇	-7 ◇
B32	I have the tools I need to do my job effectively	16	50	14	14	5	67%	-5 ◇	-6 ◇	-12 ◇
B33	I have an acceptable workload	13	53	15	13	6	66%	0	+2 ◇	-2 ◇
B34	I achieve a good balance between my work life and my private life	20	53	13	9	5	73%	+1	+2 ◇	-3 ◇

All questions by theme

Pay and benefits   21%   -2 ◇ Difference from previous survey

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	17	14		30	36	20%	-2 ◇	-14 ◇	-21 ◇
B36	I am satisfied with the total benefits package		20	21	26	29	24%	-1 ◇	-15 ◇	-25 ◇
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	15	17		27	38	18%	-3 ◇	-9 ◇	-17 ◇

Leadership and managing change   43%   -2 ◇ Difference from previous survey
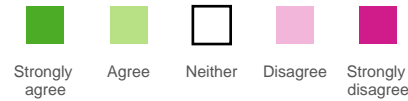
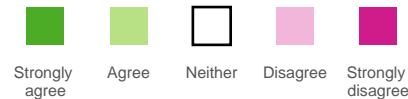Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38	Senior managers in our organisation are sufficiently visible	12	43	16	19	10	54%	0	-8 ◇	-18 ◇
B39	I believe the actions of senior managers are consistent with our organisation's values	9	34	27	18	11	44%	-1	-11 ◇	-20 ◇
B40	I believe that our Directors have a clear vision for the future of our organisation	11	37	30	13	9	47%	-7 ◇	-3 ◇	-13 ◇
B41	Overall, I have confidence in the decisions made by our organisation's senior managers	8	31	29	18	13	39%	0	-12 ◇	-23 ◇
B42	I feel that change is managed well in our organisation	7	31	22	28	13	37%	-3 ◇	+2 ◇	-8 ◇
B43	When changes are made in our organisation they are usually for the better	6	29	31	22	11	36%	-2 ◇	0	-8 ◇
B44	Our organisation keeps me informed about matters that affect me	8	46	21	18	7	54%	-4 ◇	-6 ◇	-14 ◇
B45	I have the opportunity to contribute my views before decisions are made that affect me	7	27	22	28	16	34%	-1	-7 ◇	-17 ◇
B46	I think it is safe to challenge the way things are done in our organisation	8	33	22	23	14	42%	0	-8 ◇	-15 ◇

All questions by theme

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 our organisation	14	40	31	9	5	55%	0	-12 ◇	-18 ◇
B48	I would recommend our organisation as a great place to work	13	33	28	17	10	46%	0	-15 ◇	-24 ◇
B49	I feel a strong personal attachment to our organisation	13	31	31	17	8	44%	-2 ◇	-8 ◇	-14 ◇
B50	Our organisation inspires me to do the best in my job	12	34	31	14	8	46%	-1	-6 ◇	-13 ◇
B51	Our organisation motivates me to help it achieve its objectives	11	33	33	14	9	44%	-2 ◇	-6 ◇	-13 ◇

Taking action

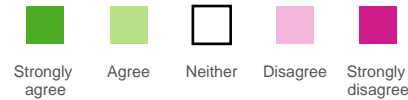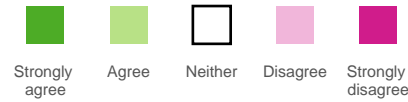|		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B52	I believe that senior managers in our organisation will take action on the results from this survey	10	30	24	19	17	40%	-1	-11 ◇	-20 ◇
B53	Where I work, I think effective action has been taken on the results of the last survey	10	27	33	17	14	36%	+1	-2 ◇	-8 ◇

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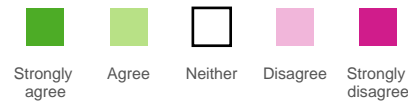^ indicates a variation in question wording from your previous survey

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	31	58	6			**89%**	+1	-1	-2 ✧
B55	I believe I would be supported if I try a new idea, even if it may not work	20	47	18	10		**68%**	0	-5 ✧	-9 ✧
B56	In our organisation, people are encouraged to speak up when they identify a serious policy or delivery risk	20	52	14	8	5	**72%**	-1	+2 ✧	-3 ✧
B57	I feel able to challenge inappropriate behaviour in the workplace	16	45	17	14	8	**61%**	-1	-6 ✧	-9 ✧
B58	Our organisation is committed to creating a diverse and inclusive workplace	22	51	17	6		**73%**	0	-3 ✧	-7 ✧

Civil Service vision

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59	I am aware of the Civil Service vision for 'A Brilliant Civil Service'	13	44	20	17	6	**57%**	+4 ✧	-1	-12 ✧

Leadership statement

		Always	Most of the time	Some-times	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^	16	37	33	11		**53%**	New	-13 ✧	-19 ✧

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

All questions by theme

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?	15	24	46	15	61%	+1	-6 ✧	-9 ✧
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	21	43	23	67%	+1	-5 ✧	-7 ✧
W03	Overall, how happy did you feel yesterday?	19	22	38	21	59%	0	-3 ✧	-5 ✧

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?	24	24	21	32	32%	-1	0	+2 ✧

All questions by theme

Your plans for the future

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

		Difference from previous survey	Difference from CS2019
I want to leave our organisation as soon as possible	**11%**	+1	+4 ✧
I want to leave our organisation within the next 12 months	**15%**	0	0
I want to stay working for our organisation for at least the next year	**25%**	+1	-8 ✧
I want to stay working for our organisation for at least the next three years	**49%**	-2	+5 ✧

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?	85	15	**85%**	+1 ✧	-6 ✧	-9 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	65	35	**65%**	+1	-1	-7 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in our organisation it would be investigated properly?	59	41	**59%**	-1	-13 ✧	-17 ✧

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	**17%**	0	+6 ◇
No	**72%**	0	-9 ◇
Prefer not to say	**11%**	-1	+3 ◇

Of those who said they had experienced discrimination at work in the last 12 months, 94% said it occurred in our organisation while 6% 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	73
Caring responsibilities	49
Disability	62
Ethnic background	44
Gender	42
Gender reassignment or perceived gender	--
Grade or responsibility level	96
Main spoken/ written language or language ability	26
Marital status or civil partnership	--
Mental health	62
Pay	45
Pregnancy, maternity or paternity	--
Religion or belief	20
Sex	13
Sexual orientation	--
Social or educational background	26
Working location	37
Working pattern	114
Any other grounds	66
Prefer not to say	50

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

All questions by theme

Bullying and harassment

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

	%	Difference from previous survey	Difference from CS2019
Yes	**15%**	0	+3 ✧
No	**75%**	-1	-7 ✧
Prefer not to say	**10%**	0	+3 ✧

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

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	47
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	14
Spreading gossip or making false accusations about me	127
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	119
Physical assault (e.g. object thrown at me, pushed, hit)	--
Humiliated in front of team or others	167
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	175
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	91
Treated less favourably to others	156
Ignored, excluded, marginalised	131
Undermining or taking credit for my work	99
Denied time off for personal ill health	26
Denied time off for family or caring responsibilities	28
Disclosure of personal / sensitive information to colleagues without my consent	44
Something else not listed here	35
Prefer not to say	24

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

All questions by theme

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

Bullying and harassment

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

	Response Count	
A colleague in my Area/Directorate/Division	136	
A colleague in a different Area/Directorate/ Division of our organisation	35	
My manager	134	
Another senior member of staff in our organisation	103	
Someone I manage	28	
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	51	

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	52%	+9 ✧	+1
No	39%	-4	-3
Prefer not to say	9%	-5 ✧	+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

		Difference from CS2019
Yes	14%	-2
No	62%	-1
Prefer not to say	24%	+3

The bullying and/or harassment has stopped

Yes	35%	-2
No	38%	+1
Prefer not to say	26%	+2

The culture in my area allows this kind of behaviour to continue

Yes	60%	+5 ✧
No	21%	-4 ✧
Prefer not to say	19%	0

I felt like I was punished for reporting the incident

Yes	24%	+6 ✧
No	49%	-6 ✧
Prefer not to say	27%	0

I moved to another team or role to avoid the behaviour

Yes	23%	+2
No	58%	-2
Prefer not to say	18%	+2

HM Passport Office

Additional questions selected by organisation

✧ indicates statistically significant difference from comparison

My Organisation

Legend						
Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark

Code	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQA1	I am familiar with our organisation's values / purpose / mission	21	62	12			83%	-4 ✧
LQA2	I believe the process of filling vacancies within our organisation is fair	9	30	23	23	15	39%	-11 ✧
LQA3	Our organisation provides good support for employees' health, wellbeing and resilience	17	45	19	13	6	62%	-6 ✧
LQA4	I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment	13	42	27	11	7	55%	-5 ✧

Change Management

Legend					
Strongly agree	Agree	Neither	Disagree	Strongly disagree	

Code	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQC1	I get to find out the reasons behind key changes that happen in our organisation	9	36	24	24	8	44%	-2 ✧
LQC2	I understand what support is available to me as I am affected by organisational change	9	43	25	17	6	53%	+1
LQC3	I feel that change is managed well in my Area/Directorate/Division	9	34	27	20	10	43%	0
LQC4	I feel positive about the future of our organisation	9	33	30	17	11	42%	-12 ✧

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

Additional questions selected by organisation

◇ indicates statistically significant difference from comparison

Wellbeing at Work

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

Legend	
Strongly agree	Agree	Neither	Disagree	Strongly disagree

Code	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	12	24	14	33	16	49%	-2 ◇
LQF2	The people in my team genuinely care about my wellbeing	26	52	15	5		78%	-1
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	25	43	20	8	5	68%	-2 ◇
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 93%		No: 7%			93%	+7 ◇

Continuous Learning

Legend	
Strongly agree	Agree	Neither	Disagree	Strongly disagree

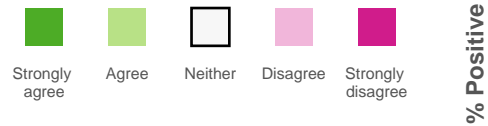| Code	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQJ1	I think my current job makes the most of my skills and strengths	14	43	17	19	8	57%	-4 ◇
LQJ2	I am learning on a regular basis from working with my colleagues	20	55	14	8		75%	-3 ◇
LQJ3	My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	14	37	23	18	7	52%	-3 ◇
LQJ4	Investing time in learning and development activities is given priority in my Area/Directorate/Division	10	32	28	20	10	42%	-10 ◇

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 : 2,499   Response rate : 62%

Additional questions selected by organisation

Home Office Questions

|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive
LQO1	I understand how the Home Office needs to change to continue to deliver for the public	15	56	18	7		**72%**
LQO2	I understand what I need to do personally to help the Home Office improve	13	48	26	11		**61%**
LQO3	If you answered "Yes, in my current organisation" to the question: 'During the past 12 months, have you personally experienced bullying or harassment at work', did you know where to go for support?	Yes: 68%		No: 32%			**68%**

Proxy Stress Index and PERMA Index

32%

Difference from previous survey	0
Difference from CS2019	+3 ✧
Difference from CS High Performers	+5 ✧

72%
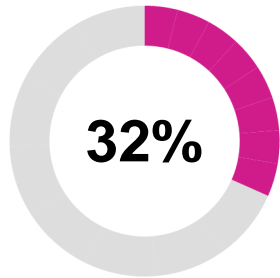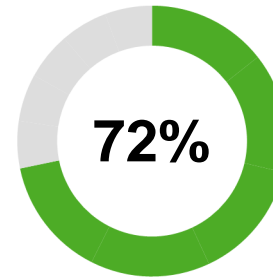
Difference from previous survey	0
Difference from CS2019	-2 ✧
Difference from CS High Performers	-3 ✧

Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.
We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.
The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index.
A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

		% positive
B05	I have a choice in deciding how I do my work	60%
B08	My manager motivates me to be more effective in my job	70%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
B26	I am treated with respect by the people I work with	82%
B30	I have clear work objectives	78%
B33	I have an acceptable workload	66%
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?**	75%

		% positive
B01	I am interested in my work	87%
B03	My work gives me a sense of personal accomplishment	74%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
W01	Overall, how satisfied are you with your life nowadays?	61%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	67%

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)