

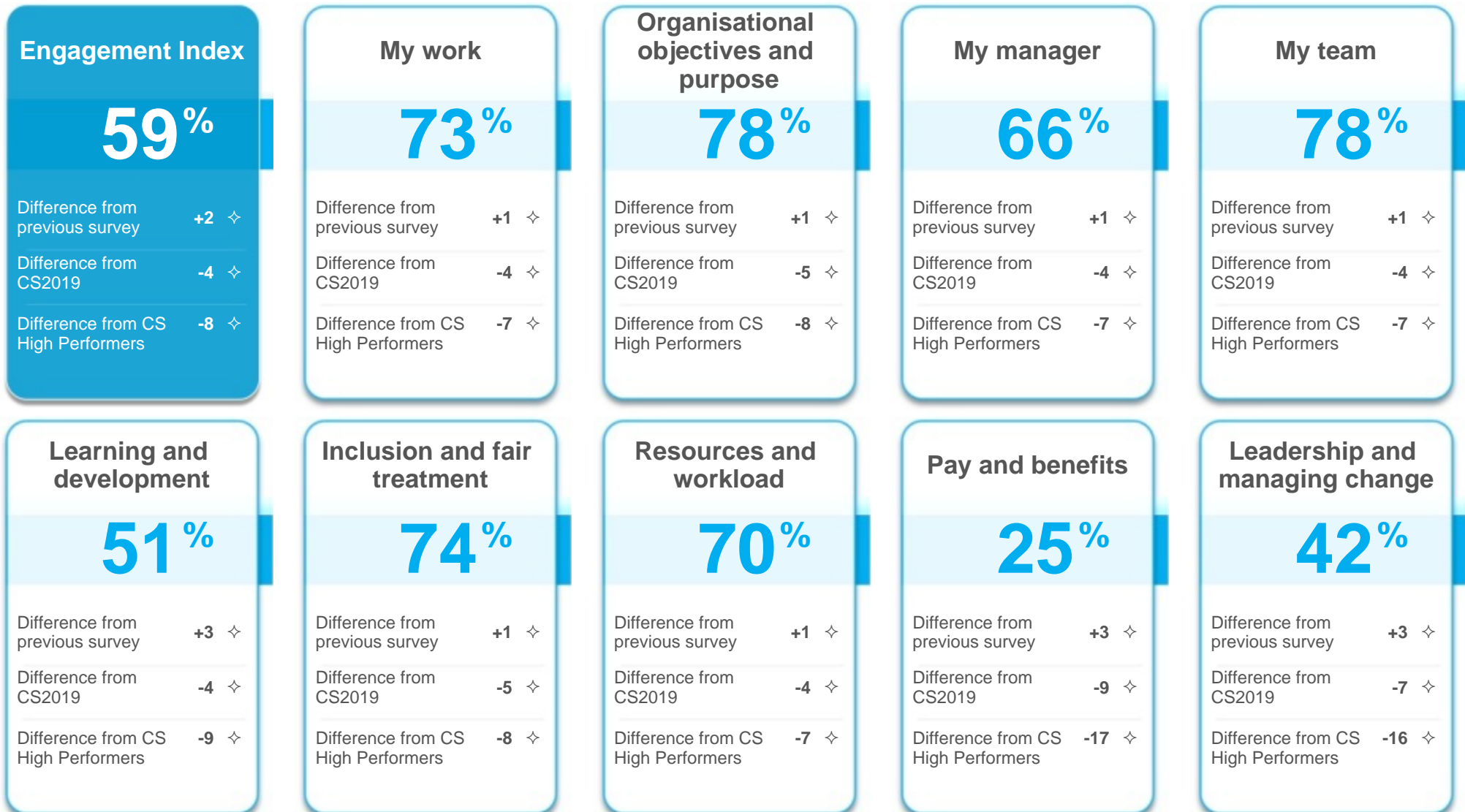
Ministry of Justice (Corporate Report)

Returns : 37,509

Response rate : 49%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison



Ministry of Justice (Corporate Report)

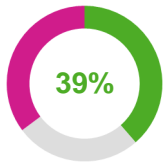
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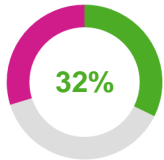
Civil Service People Survey 2019

Taking action

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



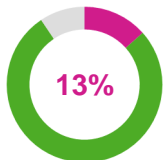
B52. I believe that [senior managers] in [my organisation] will take action on the results from this survey



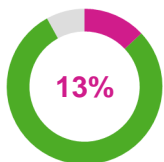
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



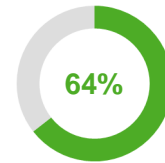
E01. Have you been discriminated against at work, in the past 12 months?



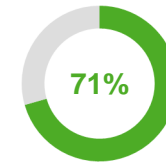
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

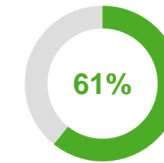
■ % responding positively to W01 - W03 ■ % responding negatively to W04



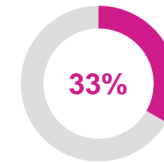
W01. Overall, how satisfied are you with your life nowadays?



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

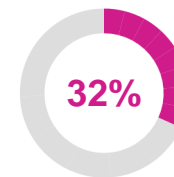


W03. Overall, how happy did you feel yesterday?

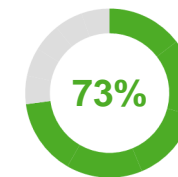


W04. Overall, how anxious did you feel yesterday?

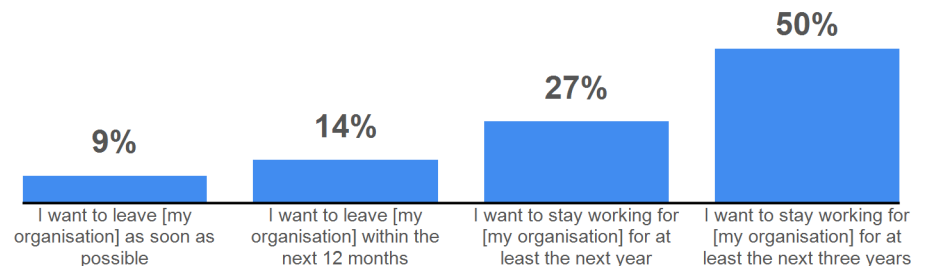
Proxy Stress Index



PERMA Index



Your plans for the future




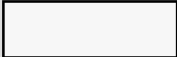


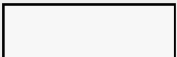








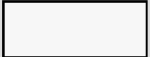

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Civil Service People Survey 2019

Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 89%	B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	 38%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	 62%
B54 I am trusted to carry out my job effectively	 89%	B53 Where I work, I think effective action has been taken on the results of the last survey	 38%	B35 I feel that my pay adequately reflects my performance	 61%
B31 I have the skills I need to do my job effectively	 88%	B43 When changes are made in [my organisation] they are usually for the better	 36%	B36 I am satisfied with the total benefits package	 47%
B18 The people in my team can be relied upon to help when things get difficult in my job	 83%	B51 [My organisation] motivates me to help it achieve its objectives	 32%	B45 I have the opportunity to contribute my views before decisions are made that affect me	 40%
B26 I am treated with respect by the people I work with	 83%	B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	 32%	B42 I feel that change is managed well in [my organisation]	 40%

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

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Civil Service People Survey 2019

All questions by theme

◇ indicates statistically significant difference from comparison
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My work

73%

+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
B01 I am interested in my work	43	46	7			89%	+1 ◇	-1 ◇	-3 ◇
B02 I am sufficiently challenged by my work	36	44	10	7		80%	0 ◇	0	-3 ◇
B03 My work gives me a sense of personal accomplishment	30	46	13	8		76%	+1 ◇	-2 ◇	-4 ◇
B04 I feel involved in the decisions that affect my work	16	36	19	19	9	53%	+1 ◇	-7 ◇	-12 ◇
B05 I have a choice in deciding how I do my work	22	44	16	12	6	66%	+1 ◇	-12 ◇	-16 ◇

Organisational objectives and purpose

78%

+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
B06 I have a clear understanding of [my organisation's] objectives	22	55	14	6		77%	+1 ◇	-5 ◇	-9 ◇
B07 I understand how my work contributes to [my organisation's] objectives	25	55	13	5		80%	+1 ◇	-4 ◇	-8 ◇

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Civil Service People Survey 2019

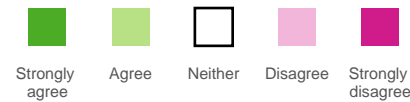
All questions by theme

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 ^ indicates a variation in question wording from your previous survey

My manager

66%

+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	43	16	10	5	69%	+2 ◇	-3 ◇	-7 ◇
B09	My manager is considerate of my life outside work	38	39	13	6	6	78%	+1 ◇	-9 ◇	-11 ◇
B10	My manager is open to my ideas	33	44	14	6	6	76%	+1 ◇	-7 ◇	-10 ◇
B11	My manager helps me to understand how I contribute to [my organisation's] objectives	22	41	23	9	6	63%	+1 ◇	-4 ◇	-8 ◇
B12	Overall, I have confidence in the decisions made by my manager	30	42	16	8	5	72%	+1 ◇	-5 ◇	-9 ◇
B13	My manager recognises when I have done my job well	33	43	12	8	6	75%	+1 ◇	-5 ◇	-8 ◇
B14	I receive regular feedback on my performance	24	40	17	13	6	64%	+1 ◇	-4 ◇	-8 ◇
B15	The feedback I receive helps me to improve my performance	23	39	22	10	5	62%	+2 ◇	-2 ◇	-6 ◇
B16	I think that my performance is evaluated fairly	23	41	21	10	6	64%	+2 ◇	-4 ◇	-8 ◇
B17	Poor performance is dealt with effectively in my team	12	29	31	17	12	41%	+1 ◇	0	-3 ◇

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Response rate : 49%

Civil Service People Survey 2019

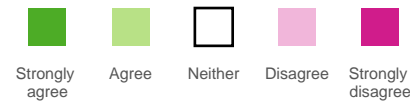
All questions by theme

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My team

78%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

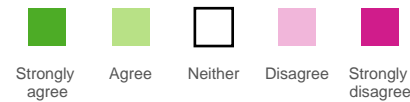
Difference from CS High Performers

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 ◇	-6 ◇
B19	The people in my team work together to find ways to improve the service we provide	33	46	12	6		79%	0 ◇	-4 ◇	-7 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	43	17	8		71%	+1 ◇	-5 ◇	-9 ◇

Learning and development

51%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	13	46	22	14	5	60%	+3 ◇	-5 ◇	-11 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	37	30	15	6	50%	+3 ◇	-5 ◇	-10 ◇
B23	There are opportunities for me to develop my career in [my organisation]	12	36	24	17	11	49%	+2 ◇	-2 ◇	-9 ◇
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	12	33	31	17	9	44%	+2 ◇	-6 ◇	-12 ◇

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Civil Service People Survey 2019

All questions by theme

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Inclusion and fair treatment

74%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	26	50	12	7	5	76%	+1 ◇	-5 ◇	-8 ◇
B26	I am treated with respect by the people I work with	31	52	10	5	5	83%	0	-3 ◇	-5 ◇
B27	I feel valued for the work I do	22	41	17	13	7	63%	+2 ◇	-5 ◇	-10 ◇
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	25	48	16	6	6	73%	+2 ◇	-5 ◇	-9 ◇

Resources and workload

70%

+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	53	18	12	5	66%	+1 ◇	-5 ◇	-9 ◇
B30	I have clear work objectives	18	58	14	7	5	76%	+1 ◇	+1 ◇	-3 ◇
B31	I have the skills I need to do my job effectively	28	60	8	2	2	88%	+1 ◇	-1 ◇	-4 ◇
B32	I have the tools I need to do my job effectively	16	50	15	14	5	66%	+3 ◇	-7 ◇	-13 ◇
B33	I have an acceptable workload	12	46	16	17	10	58%	+1 ◇	-6 ◇	-10 ◇
B34	I achieve a good balance between my work life and my private life	18	46	16	13	7	65%	+1 ◇	-7 ◇	-11 ◇

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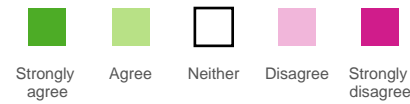
All questions by theme

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Pay and benefits

25%

+3 ◇ 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	20	15	30	31	24%	+3 ◇	-10 ◇	-17 ◇	
B36 I am satisfied with the total benefits package	5	25	23	25	22	30%	+4 ◇	-9 ◇	-19 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	17	17	28	34	21%	+2 ◇	-7 ◇	-15 ◇	

Leadership and managing change

42%

+3 ◇ 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	12	43	19	17	9	56%	+2 ◇	-7 ◇	-17 ◇
B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	11	41	30	11	7	52%	+3 ◇	-3 ◇	-12 ◇
B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	9	33	38	12	8	42%	+4 ◇	-8 ◇	-19 ◇
B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	9	34	32	15	10	43%	+5 ◇	-8 ◇	-19 ◇
B42 I feel that change is managed well in [my organisation]	5	27	29	27	12	32%	+2 ◇	-3 ◇	-14 ◇
B43 When changes are made in [my organisation] they are usually for the better	5	23	36	24	12	28%	+3 ◇	-8 ◇	-16 ◇
B44 [My organisation] keeps me informed about matters that affect me	7	43	26	16	8	50%	+2 ◇	-10 ◇	-18 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	6	27	27	26	14	33%	+2 ◇	-8 ◇	-18 ◇
B46 I think it is safe to challenge the way things are done in [my organisation]	7	33	29	19	12	40%	+2 ◇	-10 ◇	-17 ◇

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All questions by theme

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Engagement

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

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of [my organisation]	19	42	26	9	5	61%	+4 ◆	-6 ◆	-12 ◆
B48 I would recommend [my organisation] as a great place to work	12	32	28	18	10	45%	+5 ◆	-16 ◆	-25 ◆
B49 I feel a strong personal attachment to [my organisation]	16	35	27	15	7	51%	+3 ◆	-1 ◆	-7 ◆
B50 [My organisation] inspires me to do the best in my job	13	34	31	15	7	47%	+4 ◆	-5 ◆	-12 ◆
B51 [My organisation] motivates me to help it achieve its objectives	12	33	32	16	7	45%	+4 ◆	-5 ◆	-12 ◆

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	9	30	26	19	16	39%	+2 ◆	-12 ◆	-21 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	9	24	38	16	14	32%	+1 ◆	-6 ◆	-12 ◆

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Response rate : 49%

Civil Service People Survey 2019

All questions by theme

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Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	33	56	7			89%	0 ◇	-1 ◇	-2 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	20	46	20	10		66%	+1 ◇	-7 ◇	-10 ◇
B56 In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	17	47	21	10	5	64%	+2 ◇	-6 ◇	-11 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	18	50	16	10	5	68%	+1 ◇	+1 ◇	-2 ◇
B58 [My organisation] is committed to creating a diverse and inclusive workplace	22	52	18	5		73%	+2 ◇	-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'	11	36	23	21	10	47%	+4 ◇	-11 ◇	-22 ◇

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^	22	38	28	9		60%	New	-7 ◇	-13 ◇

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

All questions by theme

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Wellbeing

The four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	13	22	47	17	64%	+1 ◇	-3 ◇	-6 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	10	19	45	25	71%	0	-1 ◇	-3 ◇
W03 Overall, how happy did you feel yesterday?	17	22	39	22	61%	-1 ◇	-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	24	19	33	33%	+1 ◇	+1 ◇	+3 ◇

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All questions by theme

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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave [my organisation] as soon as possible		9%	-1 ◇	+2 ◇
I want to leave [my organisation] within the next 12 months		14%	0	-1 ◇
I want to stay working for [my organisation] for at least the next year		27%	+1 ◇	-7 ◇
I want to stay working for [my organisation] for at least the next three years		50%	0	+7 ◇

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?		18	82%	0	-10 ◇	-13 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		37	63%	0	-2 ◇	-8 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		37	63%	+2 ◇	-9 ◇	-13 ◇

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		77%	+1 ✧	-4 ✧
Prefer not to say		9%	0 ✧	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 90% said it occurred in [your organisation] while 10% 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	873	
Caring responsibilities	489	
Disability	741	
Ethnic background	600	
Gender	709	
Gender reassignment or perceived gender	17	
Grade or responsibility level	912	
Main spoken/ written language or language ability	149	
Marital status or civil partnership	84	
Mental health	663	
Pay	591	
Pregnancy, maternity or paternity	129	
Religion or belief	202	
Sex	215	
Sexual orientation	209	
Social or educational background	227	
Working location	633	
Working pattern	855	
Any other grounds	710	
Prefer not to say	647	

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		13%	0	+2 ◇
No		79%	0	-3 ◇
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	700	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	353	
Spreading gossip or making false accusations about me	1,700	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	1,538	
Physical assault (e.g. object thrown at me, pushed, hit)	118	
Humiliated in front of team or others	2,160	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	2,056	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	1,134	
Treated less favourably to others	2,032	
Ignored, excluded, marginalised	1,737	
Undermining or taking credit for my work	1,278	
Denied time off for personal ill health	286	
Denied time off for family or caring responsibilities	320	
Disclosure of personal / sensitive information to colleagues without my consent	562	
Something else not listed here	545	
Prefer not to say	258	

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 92% said it occurred in [your organisation] while 8% 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	1,942	
A colleague in a different Area/Directorate/ Division of [my organisation]	407	
My manager	1,527	
Another senior member of staff in [my organisation]	1,176	
Someone I manage	226	
Someone working in a different Civil Service organisation	110	
Someone working for a non-Civil Service organisation	162	
A contractor	52	
A service user (e.g. customer, claimant, offender)	205	
A member of the public	99	
Someone else not listed here	160	
Prefer not to say	526	

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	50%	+5 ✧	-1
No	42%	+1	0
Prefer not to say	8%	-6 ✧	+1 ✧

For respondents who selected 'Yes' to E03.

E06. How would you describe your situation now?^

		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	16%	0
No	63%	0
Prefer not to say	21%	0
The bullying and/or harassment has stopped		
Yes	38%	0
No	39%	+2 ✧
Prefer not to say	24%	0
The culture in my area allows this kind of behaviour to continue		
Yes	56%	0
No	25%	0
Prefer not to say	19%	+1
I felt like I was punished for reporting the incident		
Yes	20%	+2 ✧
No	51%	-4 ✧
Prefer not to say	29%	+2 ✧
I moved to another team or role to avoid the behaviour		
Yes	23%	+2 ✧
No	61%	+1
Prefer not to say	16%	0

Returns : 37,509

Response rate : 49%

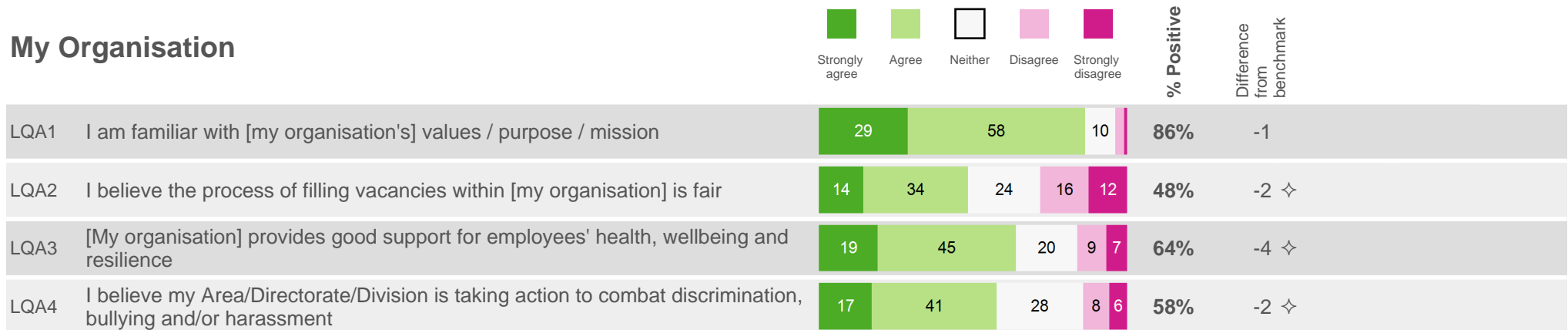
Civil Service People Survey 2019

Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

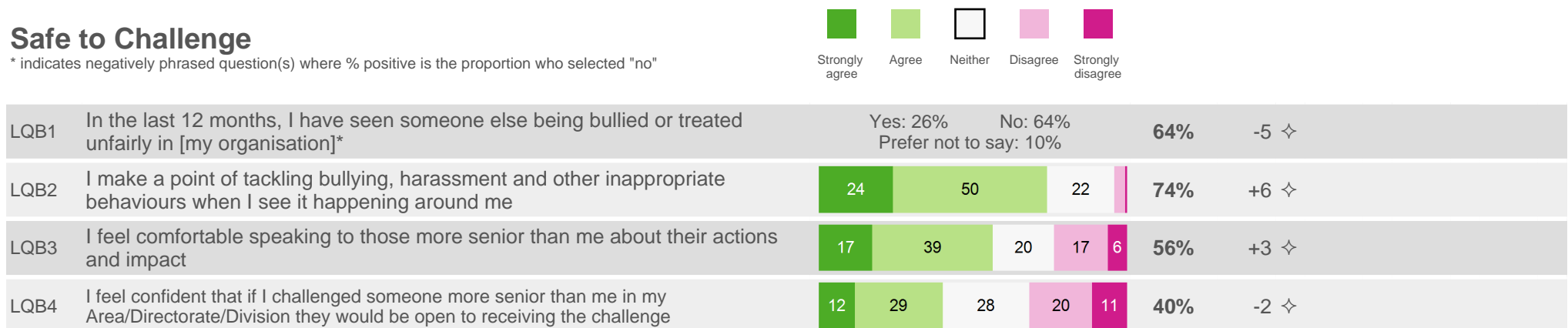
Please check which of your organisations selected each block before interpreting these results.

My Organisation



Safe to Challenge

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

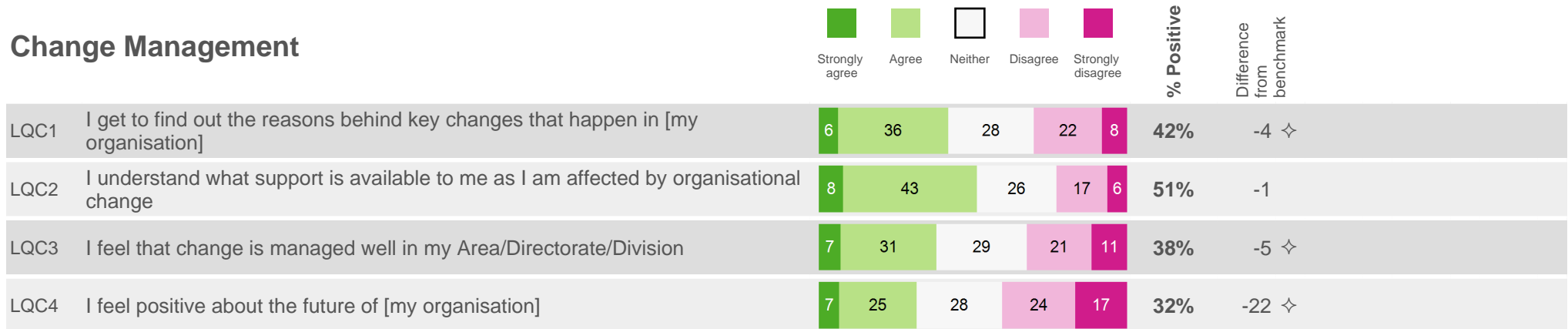


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

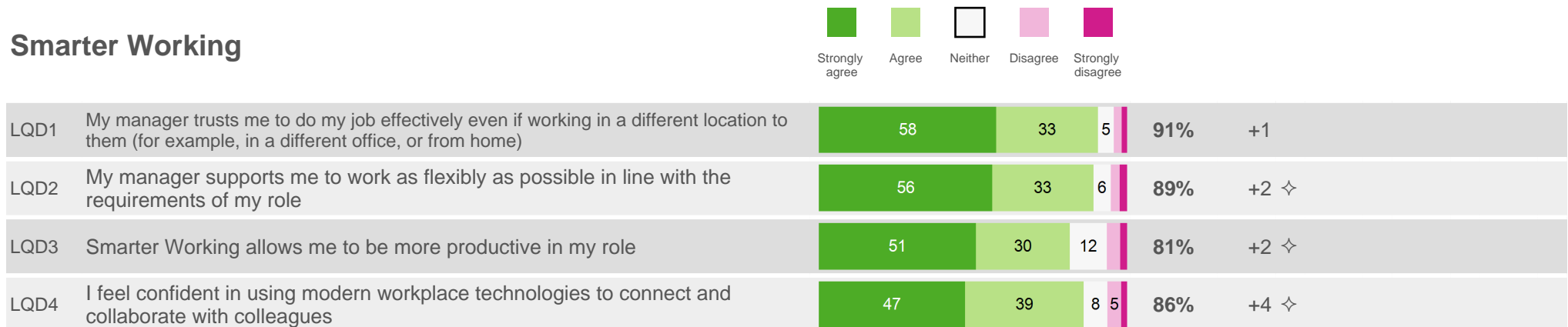
Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Change Management



Smarter Working



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 : 37,509

Response rate : 49%

Civil Service People Survey 2019

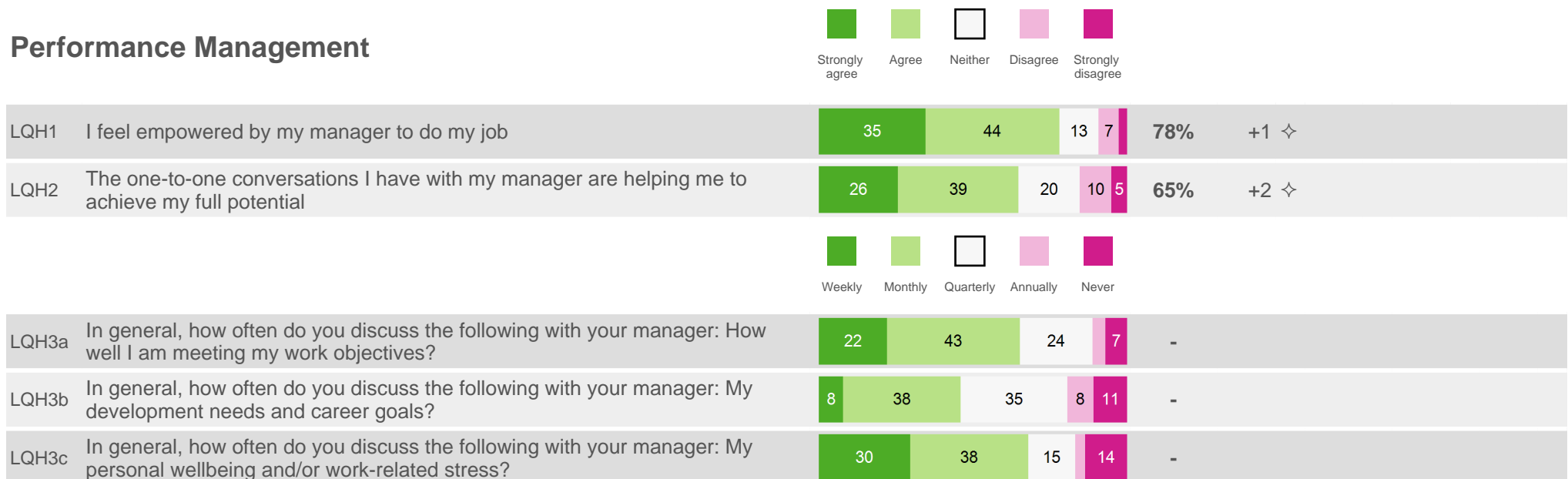
Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Wellbeing at Work



Performance Management

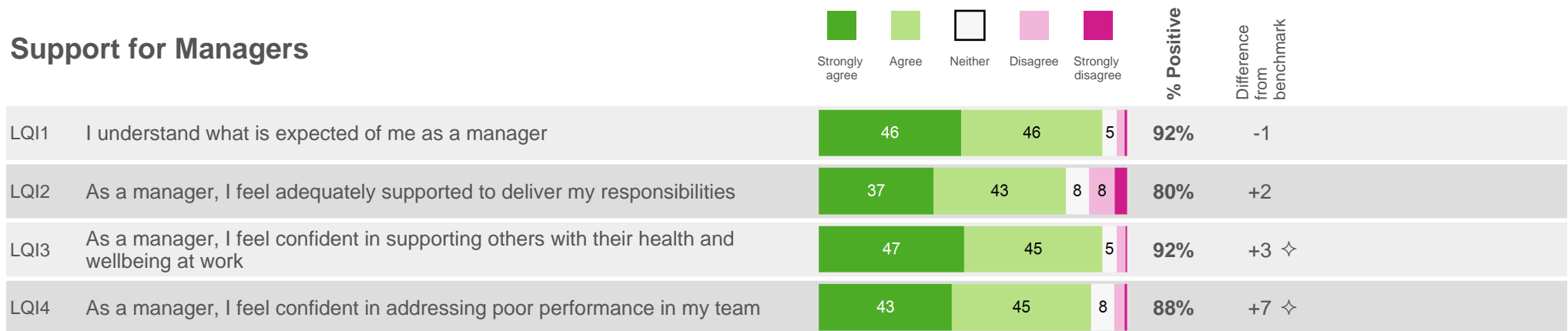


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

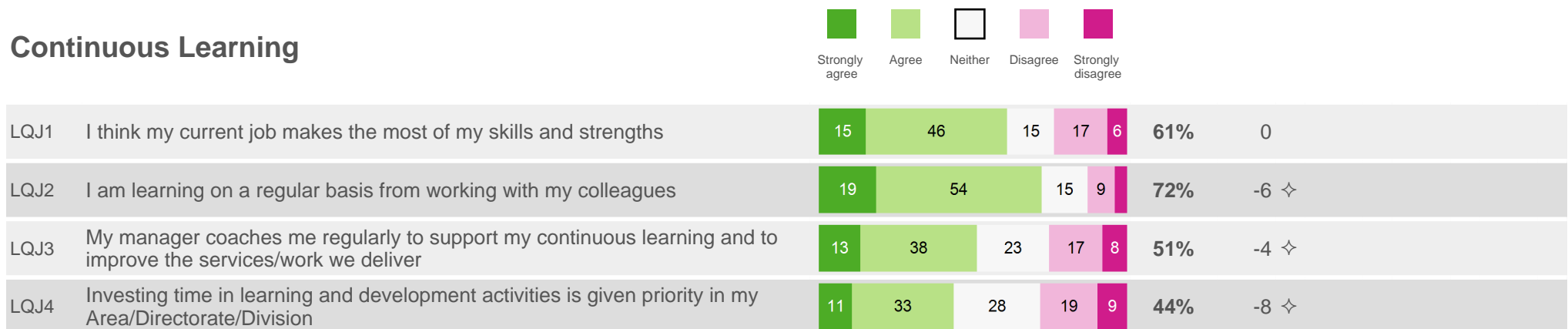
Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

Support for Managers



Continuous Learning



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 : 37,509

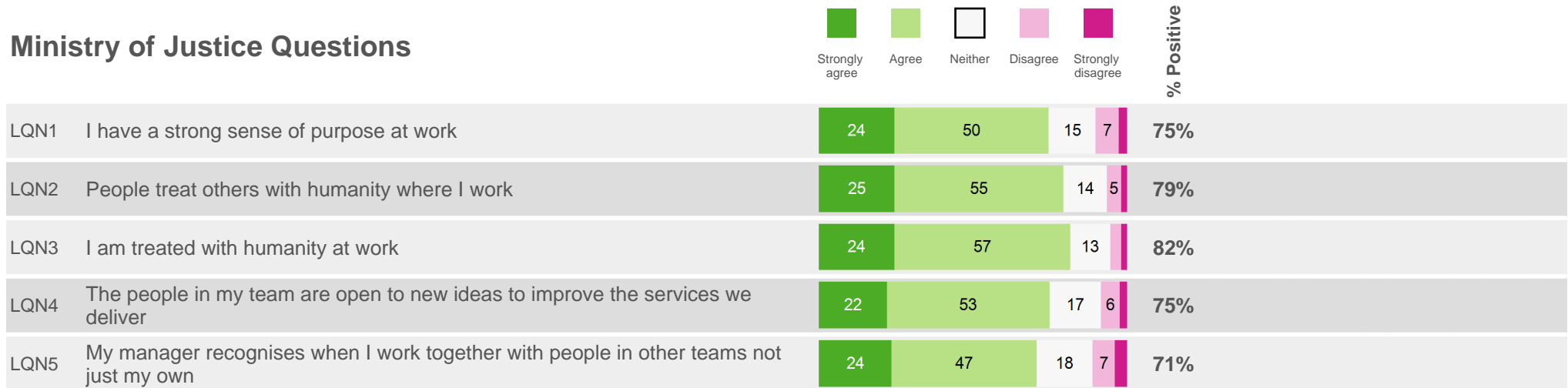
Response rate : 49%

Civil Service People Survey 2019

Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

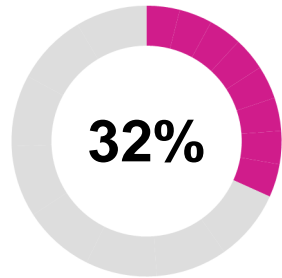
Ministry of Justice Questions



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"



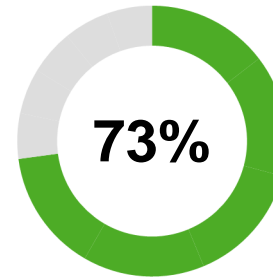
Difference from previous survey	-1 ◇
Difference from CS2019	+3 ◇
Difference from CS High Performers	+6 ◇

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	66%
B08 My manager motivates me to be more effective in my job	69%
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	83%
B30 I have clear work objectives	76%
B33 I have an acceptable workload	58%
B45 I have the opportunity to contribute my views before decisions are made that affect me	33%
E03 Have you been bullied or harassed at work, in the past 12 months?*	79%



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

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	89%
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	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?	71%

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>)