

HMPPS OVERALL

Returns : 19,963

Response rate : 39%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison



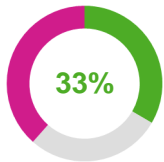
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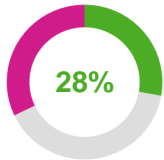
Civil Service People Survey 2019

Taking action

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



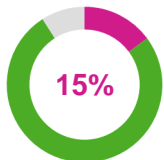
B52. I believe that [senior managers] in [my organisation] will take action on the results from this survey



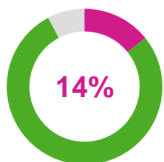
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



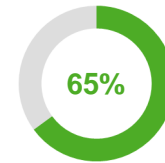
E01. Have you been discriminated against at work, in the past 12 months?



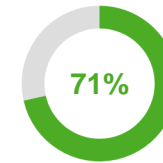
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

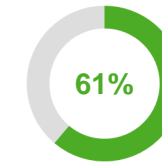
■ % responding positively to W01 - W03 ■ % responding negatively to W04



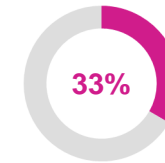
W01. Overall, how satisfied are you with your life nowadays?



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

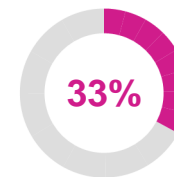


W03. Overall, how happy did you feel yesterday?

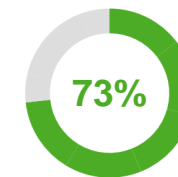


W04. Overall, how anxious did you feel yesterday?

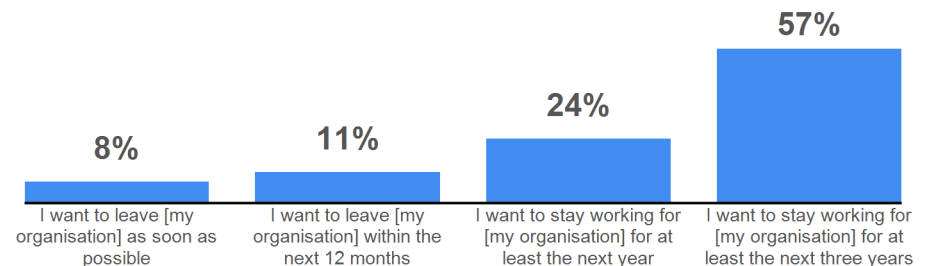
Proxy Stress Index



PERMA Index



Your plans for the future




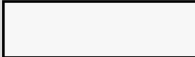


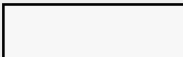








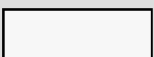

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Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 90%	B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	 43%	B35 I feel that my pay adequately reflects my performance	 56%
B54 I am trusted to carry out my job effectively	 87%	B53 Where I work, I think effective action has been taken on the results of the last survey	 40%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	 56%
B31 I have the skills I need to do my job effectively	 87%	B43 When changes are made in [my organisation] they are usually for the better	 37%	B36 I am satisfied with the total benefits package	 45%
B02 I am sufficiently challenged by my work	 83%	B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	 33%	B45 I have the opportunity to contribute my views before decisions are made that affect me	 42%
B26 I am treated with respect by the people I work with	 82%	B51 [My organisation] motivates me to help it achieve its objectives	 33%	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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All questions by theme

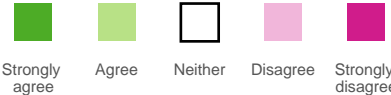
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

My work

73%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B01 I am interested in my work	47	43	6	0	0	90%	0	0	-2 ◆	+1 ◆
B02 I am sufficiently challenged by my work	41	42	10	6	0	83%	0	+2 ◆	0	+2 ◆
B03 My work gives me a sense of personal accomplishment	32	44	14	7	0	76%	-1	-2 ◆	-4 ◆	0
B04 I feel involved in the decisions that affect my work	16	35	20	20	9	51%	-1 ◆	-9 ◆	-13 ◆	-1 ◆
B05 I have a choice in deciding how I do my work	21	43	18	12	6	64%	-1 ◆	-14 ◆	-18 ◆	-2 ◆

Organisational objectives and purpose

79%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B06 I have a clear understanding of [my organisation's] objectives	23	55	14	6	0	78%	0	-5 ◆	-9 ◆	0
B07 I understand how my work contributes to [my organisation's] objectives	25	54	14	5	0	79%	0	-5 ◆	-9 ◆	0

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Civil Service People Survey 2019

All questions by theme

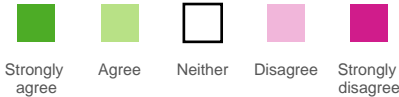
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

64%

+1

Difference from previous survey



% Positive

Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B08	My manager motivates me to be more effective in my job	25	43	17	10	5	68%	+1 ◇	-4 ◇	-8 ◇	-1 ◇
B09	My manager is considerate of my life outside work	35	39	15	7	5	74%	0	-13 ◇	-16 ◇	-4 ◇
B10	My manager is open to my ideas	31	44	15	7	3	75%	0	-9 ◇	-12 ◇	-2 ◇
B11	My manager helps me to understand how I contribute to [my organisation's] objectives	22	40	24	10	6	62%	0	-5 ◇	-9 ◇	-1 ◇
B12	Overall, I have confidence in the decisions made by my manager	29	42	16	8	5	70%	+1	-6 ◇	-10 ◇	-1 ◇
B13	My manager recognises when I have done my job well	31	42	14	8	5	74%	0	-7 ◇	-10 ◇	-2 ◇
B14	I receive regular feedback on my performance	23	38	18	14	7	61%	0	-7 ◇	-11 ◇	-3 ◇
B15	The feedback I receive helps me to improve my performance	23	38	23	11	6	61%	+1 ◇	-4 ◇	-7 ◇	-2 ◇
B16	I think that my performance is evaluated fairly	22	40	22	11	6	62%	+1 ◇	-6 ◇	-10 ◇	-2 ◇
B17	Poor performance is dealt with effectively in my team	11	27	30	19	13	39%	0	-2 ◇	-5 ◇	-2 ◇

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Civil Service People Survey 2019

All questions by theme

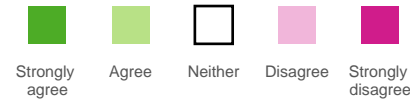
◇ indicates statistically significant difference from comparison
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My team

76%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Difference from MOJ (Corp)

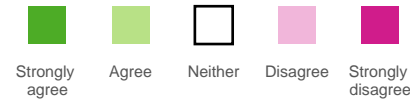
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B18	The people in my team can be relied upon to help when things get difficult in my job	35	46	11	6	0	81%	0	-5 ◇	-8 ◇	-2 ◇
B19	The people in my team work together to find ways to improve the service we provide	31	46	14	7	0	77%	0	-6 ◇	-9 ◇	-2 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	42	18	9	0	69%	0	-8 ◇	-11 ◇	-2 ◇

Learning and development

50%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B21	I am able to access the right learning and development opportunities when I need to	12	43	23	16	5	55%	+2 ◇	-9 ◇	-16 ◇	-5 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	38	29	14	5	51%	+1 ◇	-4 ◇	-9 ◇	+1 ◇
B23	There are opportunities for me to develop my career in [my organisation]	12	37	24	17	10	49%	0	-2 ◇	-9 ◇	0
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	12	35	30	16	8	46%	+1 ◇	-4 ◇	-10 ◇	+2 ◇

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All questions by theme

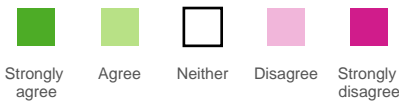
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Inclusion and fair treatment

72%

0

Difference from previous survey



% Positive

Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers
 Difference from MOJ (Corp)

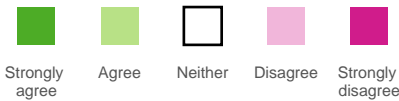
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B25	I am treated fairly at work	24	50	14	8	8	74%	-1 ◆	-7 ◆	-10 ◆	-2 ◆
B26	I am treated with respect by the people I work with	29	53	11	5	2	82%	-1 ◆	-4 ◆	-7 ◆	-1 ◆
B27	I feel valued for the work I do	21	40	18	14	7	61%	0	-7 ◆	-12 ◆	-2 ◆
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	48	18	8	4	70%	+1	-8 ◆	-12 ◆	-3 ◆

Resources and workload

67%

0

Difference from previous survey



% Positive

Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B29	I get the information I need to do my job well	12	51	21	12	4	64%	+1	-7 ◆	-12 ◆	-3 ◆
B30	I have clear work objectives	17	58	15	8	2	75%	0	-1 ◆	-4 ◆	-1 ◆
B31	I have the skills I need to do my job effectively	27	60	9	4	0	87%	+1 ◆	-1 ◆	-4 ◆	0 ◆
B32	I have the tools I need to do my job effectively	15	49	17	14	5	63%	+1 ◆	-9 ◆	-15 ◆	-2 ◆
B33	I have an acceptable workload	10	42	17	18	11	53%	-1 ◆	-11 ◆	-15 ◆	-5 ◆
B34	I achieve a good balance between my work life and my private life	15	43	18	15	9	58%	-1 ◆	-13 ◆	-18 ◆	-6 ◆

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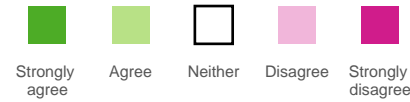
All questions by theme

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Pay and benefits

28%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

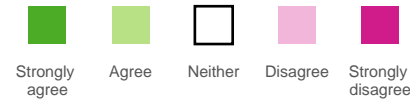
Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B35 I feel that my pay adequately reflects my performance	23	16	31	25	27%	+3 ◇	-7 ◇	-13 ◇	+3 ◇	
B36 I am satisfied with the total benefits package	5	26	25	26	19	31%	+4 ◇	-8 ◇	-18 ◇	+1 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	20	19	29	27	25%	+2 ◇	-3 ◇	-11 ◇	+4 ◇	

Leadership and managing change

39%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B38 [Senior managers] in [my organisation] are sufficiently visible	11	42	21	18	9	53%	+1 ◇	-10 ◇	-20 ◇	-3 ◇
B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	11	41	30	11	7	52%	+2 ◇	-2 ◇	-12 ◇	0
B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	8	30	43	12	7	38%	+3 ◇	-12 ◇	-23 ◇	-4 ◇
B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	8	34	33	15	9	43%	+3 ◇	-8 ◇	-20 ◇	-1 ◇
B42 I feel that change is managed well in [my organisation]	25	30	29	12	30%	0	-6 ◇	-16 ◇	-2 ◇	
B43 When changes are made in [my organisation] they are usually for the better	21	37	26	12	25%	+2 ◇	-11 ◇	-19 ◇	-3 ◇	
B44 [My organisation] keeps me informed about matters that affect me	6	41	29	17	7	46%	0	-14 ◇	-22 ◇	-4 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	25	28	28	14	30%	0	-11 ◇	-21 ◇	-3 ◇
B46 I think it is safe to challenge the way things are done in [my organisation]	6	30	31	21	12	35%	0	-14 ◇	-21 ◇	-4 ◇

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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	Difference from MOJ (Corp)
B47 I am proud when I tell others I am part of [my organisation]	20	44	25	8	8	64%	+2 ◆	-3 ◆	-9 ◆	+3 ◆
B48 I would recommend [my organisation] as a great place to work	11	32	29	19	10	43%	+2 ◆	-19 ◆	-27 ◆	-2 ◆
B49 I feel a strong personal attachment to [my organisation]	18	38	26	13	5	56%	+2 ◆	+4 ◆	-2 ◆	+4 ◆
B50 [My organisation] inspires me to do the best in my job	13	34	32	15	6	47%	+2 ◆	-5 ◆	-12 ◆	0
B51 [My organisation] motivates me to help it achieve its objectives	12	33	33	16	7	45%	+2 ◆	-5 ◆	-12 ◆	0

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B52 I believe that [senior managers] in [my organisation] will take action on the results from this survey	7	26	28	21	18	33%	+1	-18 ◆	-26 ◆	-5 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	7	21	40	17	15	28%	0	-10 ◆	-17 ◆	-4 ◆

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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	Difference from MOJ (Corp)
B54 I am trusted to carry out my job effectively	31	56	8			87%	0	-2 ◇	-4 ◇	-1 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	19	45	21	11		63%	0	-9 ◇	-13 ◇	-3 ◇
B56 In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	15	45	23	12	5	60%	+2 ◇	-10 ◇	-15 ◇	-4 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	18	52	15	10	5	70%	+1 ◇	+3 ◇	0	+2 ◇
B58 [My organisation] is committed to creating a diverse and inclusive workplace	20	52	20	6		71%	+1 ◇	-5 ◇	-8 ◇	-2 ◇

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	8	29	25	25	12	38%	+5 ◇	-20 ◇	-31 ◇	-9 ◇

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers	Difference from MOJ (Corp)
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	20	38	30	9		58%	New	-8 ◇	-15 ◇	-2 ◇

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	Difference from MOJ (Corp)
W01 Overall, how satisfied are you with your life nowadays?	13	22	48	17	65%	0	-2 ◆	-6 ◆	0
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	10	19	46	26	71%	-1	0	-2 ◆	+1 ◆
W03 Overall, how happy did you feel yesterday?	17	22	39	22	61%	-1 ◆	-1 ◆	-4 ◆	0

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	Difference from MOJ (Corp)
W04 Overall, how anxious did you feel yesterday?	24	24	19	33	33%	+1 ◆	+1 ◆	+3 ◆	0

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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	Difference from MOJ (Corp)
I want to leave [my organisation] as soon as possible		8%	0	+1 ↗	-1 ↗
I want to leave [my organisation] within the next 12 months		11%	+1 ↗	-3 ↗	-3 ↗
I want to stay working for [my organisation] for at least the next year		24%	+1	-9 ↗	-3 ↗
I want to stay working for [my organisation] for at least the next three years		57%	-1 ↗	+13 ↗	+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	Difference from MOJ (Corp)
D01. Are you aware of the Civil Service Code?		24	76%	0	-15 ↗	-18 ↗	-5 ↗
D02. Are you aware of how to raise a concern under the Civil Service Code?		42	58%	0	-7 ↗	-13 ↗	-5 ↗
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		42	58%	+2 ↗	-14 ↗	-18 ↗	-5 ↗

All questions by theme

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

Discrimination

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

			Difference from previous survey	Difference from CS2019	Difference from MOJ (Corp)
Yes		15%	-1 ✧	+4 ✧	+1 ✧
No		76%	+2 ✧	-5 ✧	-1 ✧
Prefer not to say		9%	-1 ✧	+1 ✧	0

Of those who said they had experienced discrimination at work in the last 12 months, 93% said it occurred in [your organisation] while 7% 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	530	
Caring responsibilities	249	
Disability	410	
Ethnic background	328	
Gender	463	
Gender reassignment or perceived gender	12	
Grade or responsibility level	531	
Main spoken/ written language or language ability	69	
Marital status or civil partnership	46	
Mental health	383	
Pay	325	
Pregnancy, maternity or paternity	86	
Religion or belief	94	
Sex	125	
Sexual orientation	146	
Social or educational background	112	
Working location	400	
Working pattern	449	
Any other grounds	424	
Prefer not to say	339	

All questions by theme

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

Bullying and harassment

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

			Difference from previous survey	Difference from CS2019	Difference from MOJ (Corp)
Yes		14%	0	+3 ◇	+1 ◇
No		78%	0	-4 ◇	-1 ◇
Prefer not to say		8%	0	+1 ◇	0

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	425	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	247	
Spreading gossip or making false accusations about me	1,021	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	903	
Physical assault (e.g. object thrown at me, pushed, hit)	89	
Humiliated in front of team or others	1,220	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	1,161	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	608	
Treated less favourably to others	1,174	
Ignored, excluded, marginalised	964	
Undermining or taking credit for my work	717	
Denied time off for personal ill health	157	
Denied time off for family or caring responsibilities	182	
Disclosure of personal / sensitive information to colleagues without my consent	340	
Something else not listed here	327	
Prefer not to say	137	

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 93% said it occurred in [your organisation] while 7% 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	1,164	
A colleague in a different Area/Directorate/ Division of [my organisation]	228	
My manager	866	
Another senior member of staff in [my organisation]	727	
Someone I manage	121	
Someone working in a different Civil Service organisation	56	
Someone working for a non-Civil Service organisation	80	
A contractor	21	
A service user (e.g. customer, claimant, offender)	159	
A member of the public	47	
Someone else not listed here	94	
Prefer not to say	282	

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	Difference from MOJ (Corp)
Yes	50%	+7 ◇	-1	0
No	44%	0	+2 ◇	+1
Prefer not to say	7%	-7 ◇	0	-1 ◇

For respondents who selected 'Yes' to E03.

E06. How would you describe your situation now?^

		Difference from CS2019	Difference from MOJ (Corp)
Appropriate action was taken to address the behaviour I experienced			
Yes	17%	+1	+1
No	63%	0	0
Prefer not to say	20%	-1	-1
The bullying and/or harassment has stopped			
Yes	39%	+1	+1
No	38%	+1	0
Prefer not to say	23%	-1 ◇	-1
The culture in my area allows this kind of behaviour to continue			
Yes	56%	0	0
No	25%	0	0
Prefer not to say	19%	+1	0
I felt like I was punished for reporting the incident			
Yes	19%	+2 ◇	-1
No	50%	-4 ◇	-1
Prefer not to say	30%	+3 ◇	+1
I moved to another team or role to avoid the behaviour			
Yes	23%	+2 ◇	0
No	61%	+1	0
Prefer not to say	16%	0	0

Returns : 19,963

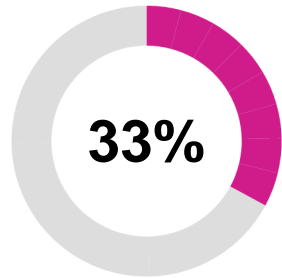
Response rate : 39%

Civil Service People Survey 2019

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	+5 ◇
Difference from CS High Performers	+7 ◇
Difference from MOJ (Corp)	+1 ◇

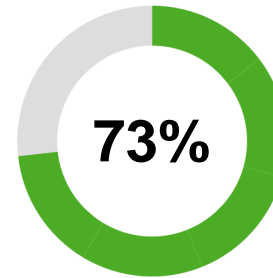
Proxy Stress Index

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

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

% positive

B05	I have a choice in deciding how I do my work	64%
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	81%
B26	I am treated with respect by the people I work with	82%
B30	I have clear work objectives	75%
B33	I have an acceptable workload	53%
B45	I have the opportunity to contribute my views before decisions are made that affect me	30%
E03	Have you been bullied or harassed at work, in the past 12 months?*	78%



Difference from previous survey	0
Difference from CS2019	-1 ◇
Difference from CS High Performers	-2 ◇
Difference from MOJ (Corp)	0 ◇

PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index. A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

% positive

B01	I am interested in my work	90%
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	81%
W01	Overall, how satisfied are you with your life nowadays?	65%
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.

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.

ENGINE'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>)