



Office of the Advocate General for Scotland

Returns : 40

Response rate : 74%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison

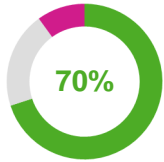
*Parent = Office of the Secretary of State for Scotland and Office of the Advocate General for Scotland



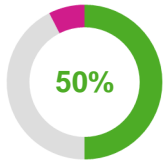


Taking action

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



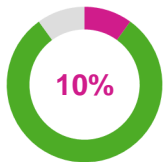
B52. I believe that senior managers in the Office will take action on the results from this survey



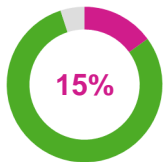
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



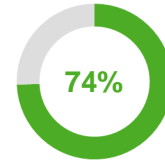
E01. Have you been discriminated against at work, in the past 12 months?



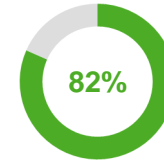
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

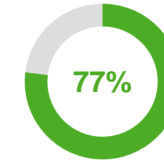
■ % responding positively to W01 - W03 ■ % responding negatively to W04



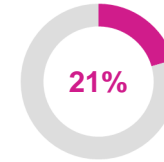
W01. Overall, how satisfied are you with your life nowadays?



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

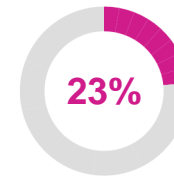


W03. Overall, how happy did you feel yesterday?

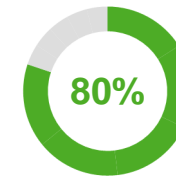


W04. Overall, how anxious did you feel yesterday?

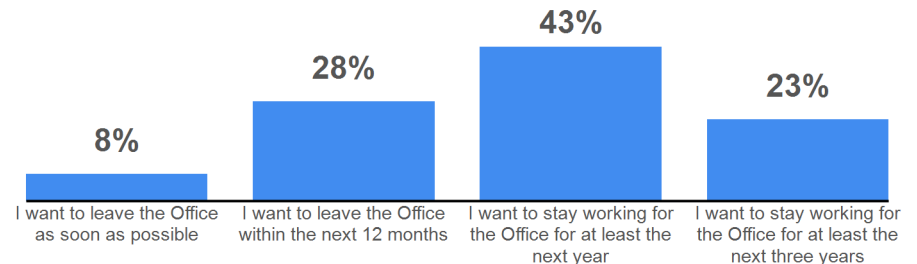
Proxy Stress Index



PERMA Index


















Your plans for the future





Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B01	I am interested in my work	 98%	B53	Where I work, I think effective action has been taken on the results of the last survey	 43%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 40%
B31	I have the skills I need to do my job effectively	 98%	B40	I believe that the Management Board has a clear vision for the future of the Office	 35%	B23	There are opportunities for me to develop my career in the Office	 25%
B03	My work gives me a sense of personal accomplishment	 93%	B17	Poor performance is dealt with effectively in my team	 28%	B35	I feel that my pay adequately reflects my performance	 25%
B07	I understand how my work contributes to the Office's objectives	 93%	B43	When changes are made in the Office they are usually for the better	 28%	B17	Poor performance is dealt with effectively in my team	 23%
B32	I have the tools I need to do my job effectively	 93%	B51	The Office motivates me to help it achieve its objectives	 28%	B38	Senior managers in the Office are sufficiently visible	 23%

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



All questions by theme

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

My work

86%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

B01 I am interested in my work



98%

+5

+3

+4

+3

B02 I am sufficiently challenged by my work



83%

-10

+5

+1

-6

B03 My work gives me a sense of personal accomplishment



93%

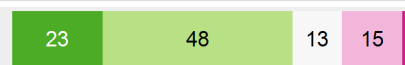
0

+10

+13

+8 ◆

B04 I feel involved in the decisions that affect my work



70%

+4

+2

+4

+1

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



88%

+1

-1

+4

+2

Organisational objectives and purpose

90%

-3

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

B06 I have a clear understanding of the Office's objectives



88%

-7

-3

+1

-2

B07 I understand how my work contributes to the Office's objectives



93%

+1

0

+3

+2



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My manager

74%

-8

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B08	My manager motivates me to be more effective in my job	43	30	13	5	10	73%	-14 ◇	-3	-3	-9 ◇
B09	My manager is considerate of my life outside work	58	33	5	5	0	90%	-7	-1	+3	-2
B10	My manager is open to my ideas	45	35	8	10	2	80%	-12	-3	-6 ◇	-10
B11	My manager helps me to understand how I contribute to the Office's objectives	33	43	10	10	5	75%	-14	+1	-1	-2
B12	Overall, I have confidence in the decisions made by my manager	48	30	8	8	8	78%	-15	-5 ◇	-4	-7 ◇
B13	My manager recognises when I have done my job well	50	30	8	5	8	80%	-20	-2	-3	-8
B14	I receive regular feedback on my performance	40	28	18	5	10	68%	-6	-2	+2	-13 ◇
B15	The feedback I receive helps me to improve my performance	35	28	23	5	10	63%	-9	-1	-2	-13 ◇
B16	I think that my performance is evaluated fairly	38	43	8	10	3	80%	+6	+2	+12 ◇	+2
B17	Poor performance is dealt with effectively in my team	28	23	28	10	13	50%	+8	+2	+8 ◇	-1



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My team

81%

-5

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B18	The people in my team can be relied upon to help when things get difficult in my job	48	40	5	5	5	88%	-2	-1	-2	-5
B19	The people in my team work together to find ways to improve the service we provide	45	35	10	5	5	80%	-4	-1	-3	-11
B20	The people in my team are encouraged to come up with new and better ways of doing things	45	30	13	13	5	75%	-9 ◇	-4	-2	-11 ◇

Learning and development

71%

+6

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B21	I am able to access the right learning and development opportunities when I need to	40	50	5	5	5	90%	+8	+18	+29	+14 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	33	48	8	10	5	80%	+12 ◇	+21 ◇	+33 ◇	+15 ◇
B23	There are opportunities for me to develop my career in the Office	13	40	23	15	10	53%	+3	+6 ◇	+6	-14 ◇
B24	Learning and development activities I have completed while working for the Office are helping me to develop my career	23	38	20	13	8	60%	+2	+9 ◇	+14 ◇	0



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Inclusion and fair treatment

76%

-15

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B25 I am treated fairly at work	45	33	10	10		78%	-17	-9 ◇	-6 ◇	-11
B26 I am treated with respect by the people I work with	45	38	8	8		83%	-10	-1	-2	-10
B27 I feel valued for the work I do	38	43	10	8		80%	-9	0	+5	+1
B28 I think that the Office respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	40	25	18	13	5	65%	-24	-11 ◇	-12 ◇	-21 ◇

Resources and workload

83%

-10

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B29 I get the information I need to do my job well	20	58	15	5		78%	-17	0	+4	-2
B30 I have clear work objectives	40	43	15			83%	-10	+5	+14 ◇	-2
B31 I have the skills I need to do my job effectively	38	60				98%	+3	0	+4	+4
B32 I have the tools I need to do my job effectively	35	58			5	93%	-2	+6	+13	+12 ◇
B33 I have an acceptable workload	23	45	18	13		68%	-25	+2	+13 ◇	-8 ◇
B34 I achieve a good balance between my work life and my private life	35	43	10	10		78%	-7	-2	+15 ◇	-3



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Pay and benefits

58%

+7

Difference from previous survey



% Positive

Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

B35 I feel that my pay adequately reflects my performance



58%

+8

+9 ◇

+17 ◇

+15 ◇

B36 I am satisfied with the total benefits package



60%

+7

+8 ◇

+20 ◇

+12 ◇

B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable



55%

+8

+10 ◇

+20 ◇

+17 ◇

Leadership and managing change

64%

-5

Difference from previous survey



% Positive

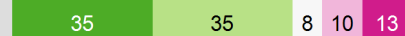
Difference from previous survey

Difference from Parent*

Difference from SWNIO

Difference from high performing units

B38 Senior managers in the Office are sufficiently visible



70%

-19

-12 ◇

-11 ◇

-3

B39 I believe the actions of senior managers are consistent with the Office's values



68%

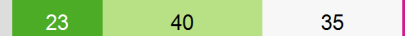
-17 ◇

-9 ◇

-1

+2

B40 I believe that the Management Board has a clear vision for the future of the Office



63%

-1

+8 ◇

+13 ◇

+5

B41 Overall, I have confidence in the decisions made by the Office's senior managers



68%

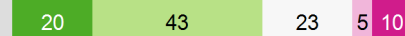
-14 ◇

-7 ◇

-1

+8

B42 I feel that change is managed well in the Office



63%

+10

0

+13 ◇

+16 ◇

B43 When changes are made in the Office they are usually for the better



58%

+10

0

+8 ◇

+14 ◇

B44 The Office keeps me informed about matters that affect me



75%

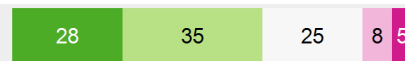
-7

-2

+7 ◇

+5

B45 I have the opportunity to contribute my views before decisions are made that affect me



63%

+5

0

+10 ◇

+14 ◇

B46 I think it is safe to challenge the way things are done in the Office



55%

-13 ◇

-13 ◇

-3

-3



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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 Parent*	Difference from SWNIO	Difference from high performing units
B47 I am proud when I tell others I am part of the Office	33	40	20	8	8	73%	-9	+4	+6	-1
B48 I would recommend the Office as a great place to work	30	43	13	10	5	73%	-6	-2	+6	+3
B49 I feel a strong personal attachment to the Office	28	35	20	13	5	63%	+5	-3	+2	+1
B50 The Office inspires me to do the best in my job	25	40	23	10	5	65%	-1	+3	+3	+4
B51 The Office motivates me to help it achieve its objectives	23	38	28	8	5	60%	-14 ◇	-3	+2	+1

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B52 I believe that senior managers in the Office will take action on the results from this survey	28	43	20	8	5	70%	-17 ◇	-6 ◇	+4	+10 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	20	30	43	5	5	50%	-5	-3	+9 ◇	-1



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Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B54 I am trusted to carry out my job effectively	45	48			5	93%	-8	-2	+1	-2
B55 I believe I would be supported if I try a new idea, even if it may not work	35	48			13	83%	-4	-2	+2	+1
B56 In the Office, people are encouraged to speak up when they identify a serious policy or delivery risk	30	50	10	5	5	80%	-9	-7 ◇	+1	+2
B57 I feel able to challenge inappropriate behaviour in the workplace	25	38	15	10	13	63%	-3	-12 ◇	-3	-13 ◇
B58 The Office is committed to creating a diverse and inclusive workplace	33	38	13		15	70%	-9	-4	-5	-15 ◇

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	20	53	15		13	73%	+17 ◇	-6 ◇	-2	0

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	31	38	18	8	5	69%	New	-8 ◇	-5	-7 ◇

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 Parent*	Difference from SWNIO	Difference from high performing units
W01 Overall, how satisfied are you with your life nowadays?	23	51	23		74%	-9 ◇	-4	+6	+1
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	18	53	29		82%	-2	+2	+8 ◇	+4
W03 Overall, how happy did you feel yesterday?	8	15	54	23	77%	+4	+3	+13 ◇	+8 ◇

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 Parent*	Difference from SWNIO	Difference from high performing units
W04 Overall, how anxious did you feel yesterday?	13	36	31	21	21%	+2	-11 ◇	-14 ◇	-6



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Your plans for the future

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

			Difference from previous survey	Difference from Parent*	Difference from SWNIO
I want to leave the Office as soon as possible		8%	+5	-4	-5
I want to leave the Office within the next 12 months		28%	+8	-8 ◇	-1
I want to stay working for the Office for at least the next year		43%	-10	+4	+5
I want to stay working for the Office for at least the next three years		23%	-3	+8 ◇	+1

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from Parent*	Difference from SWNIO	Difference from high performing units
D01. Are you aware of the Civil Service Code?			98%	+3	-1	+1	0
D02. Are you aware of how to raise a concern under the Civil Service Code?		28	73%	+1	-2	+3	-5
D03. Are you confident that if you raised a concern under the Civil Service Code in the Office it would be investigated properly?		23	78%	-9 ◇	-4	+1	-1



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Discrimination

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

			Difference from previous survey	Difference from Parent*	Difference from SWNIO
Yes		10%	+7	+2	0
No		80%	-9	-7 ◇	-2
Prefer not to say		10%	+2	+5	+2

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?^ (multiple selection)

		Response Count
Age	--	
Caring responsibilities	--	
Disability	--	
Ethnic background	--	
Gender	--	
Gender reassignment or perceived gender	--	
Grade or responsibility level	--	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	--	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	--	
Any other grounds	--	
Prefer not to say	--	

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



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 Parent*	Difference from SWNIO
Yes		15%	+15	0	+4
No		80%	-12	-1	-1
Prefer not to say		5%	-3	+1	-2

Your survey included a question about whether the bullying and/or harassment occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

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

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



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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	--
A colleague in a different Area/Directorate/ Division of the Office	--
My manager	--
Another senior member of staff in the Office	--
Someone I manage	--
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	--

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 Parent*	Difference from SWNIO
Yes		Results for this question have been suppressed as there are fewer than ten responses
No		Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say		Results for this question have been suppressed as there are fewer than ten responses

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

	Difference from Parent*	Difference from SWNIO
Appropriate action was taken to address the behaviour I experienced		
Yes		Results for this question have been suppressed as there are fewer than ten responses
No		Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say		Results for this question have been suppressed as there are fewer than ten responses
The bullying and/or harassment has stopped		
Yes		Results for this question have been suppressed as there are fewer than ten responses
No		Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say		Results for this question have been suppressed as there are fewer than ten responses
The culture in my area allows this kind of behaviour to continue		
Yes		Results for this question have been suppressed as there are fewer than ten responses
No		Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say		Results for this question have been suppressed as there are fewer than ten responses
I felt like I was punished for reporting the incident		
Yes		Results for this question have been suppressed as there are fewer than ten responses
No		Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say		Results for this question have been suppressed as there are fewer than ten responses

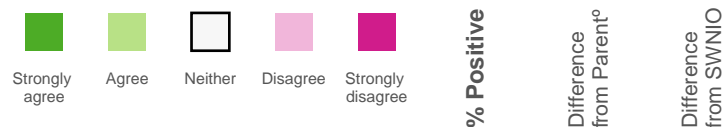


Additional questions selected by organisation

*Parent = Office of the Secretary of State for Scotland and Office of the Advocate General for Scotland † indicates statistically significant difference from comparison

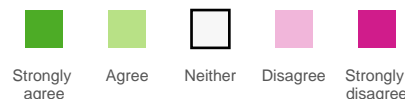
Safe to Challenge

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



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from Parent*	Difference from SWNIO
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in the Office*	Yes: 20% No: 68% Prefer not to say: 13%					68%	-4	-4
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	18	38	33	8	8	56%	-12 †	-12 †
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	15	33	28	15	10	48%	-12 †	-6
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	8	38	25	15	15	45%	-6	-4

Smarter Working



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from Parent*	Difference from SWNIO
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	58	35	5	5	5	93%	-1	0
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	55	33	5	5	5	88%	+2	0
LQD3	Smarter Working allows me to be more productive in my role	38	20	28	15	15	58%	+2	-15 †
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	40	40	18	5	5	80%	-6 †	-6 †

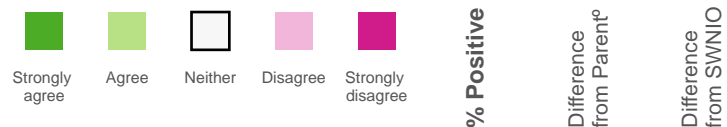


Additional questions selected by organisation

*Parent = Office of the Secretary of State for Scotland and Office of the Advocate General for Scotland

✦ indicates statistically significant difference from comparison

Performance Management



LQH1	I feel empowered by my manager to do my job	38	40	5	10	8	78%	-4	-6 ✦
LQH2	The one-to-one conversations I have with my manager are helping me to achieve my full potential	28	33	23	5	13	60%	-1	-2



LQH3a	In general, how often do you discuss the following with your manager: How well I am meeting my work objectives?	10	60	15	8	8	The preferred frequency of performance conversations varies by department, so we have not reported a % positive score for questions LQH3a-c		
LQH3b	In general, how often do you discuss the following with your manager: My development needs and career goals?	5	50	18	15	13	The preferred frequency of performance conversations varies by department, so we have not reported a % positive score for questions LQH3a-c		
LQH3c	In general, how often do you discuss the following with your manager: My personal wellbeing and/or work-related stress?	18	60	8	5	10	The preferred frequency of performance conversations varies by department, so we have not reported a % positive score for questions LQH3a-c		

Support for Managers



LQI1	I understand what is expected of me as a manager	39	61				100%	+2	+8
LQI2	As a manager, I feel adequately supported to deliver my responsibilities	28	61	6	6		89%	+12	+18
LQI3	As a manager, I feel confident in supporting others with their health and wellbeing at work	39	56		6		94%	-1	+7
LQI4	As a manager, I feel confident in addressing poor performance in my team	22	56	17	6		78%	+3	-1

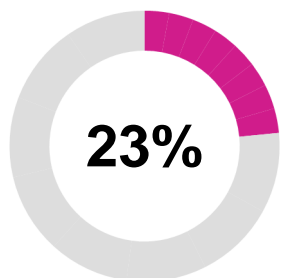


Proxy Stress Index and PERMA Index

^oParent = Office of the Secretary of State for Scotland and Office of the Advocate General for Scotland

◇ indicates statistically significant difference from comparison

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

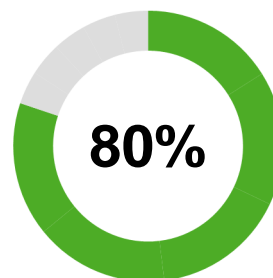


Difference from previous survey	+5 ◇
Difference from Parent ^o	-1
Difference from SWNIO	-3 ◇
Difference from high performing units	-1

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.



Difference from previous survey	+2
Difference from Parent ^o	+3 ◇
Difference from SWNIO	+4 ◇
Difference from high performing units	+3 ◇

PERMA Index

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

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

% positive

B05	I have a choice in deciding how I do my work	88%
B08	My manager motivates me to be more effective in my job	73%
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	83%
B30	I have clear work objectives	83%
B33	I have an acceptable workload	68%
B45	I have the opportunity to contribute my views before decisions are made that affect me	63%
E03	Have you been bullied or harassed at work, in the past 12 months?*	80%

% positive

B01	I am interested in my work	98%
B03	My work gives me a sense of personal accomplishment	93%
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?	74%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	82%



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.
High performing units	For each question, unless otherwise indicated, this is the upper quartile score across all units from 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>)