















## Taking Action

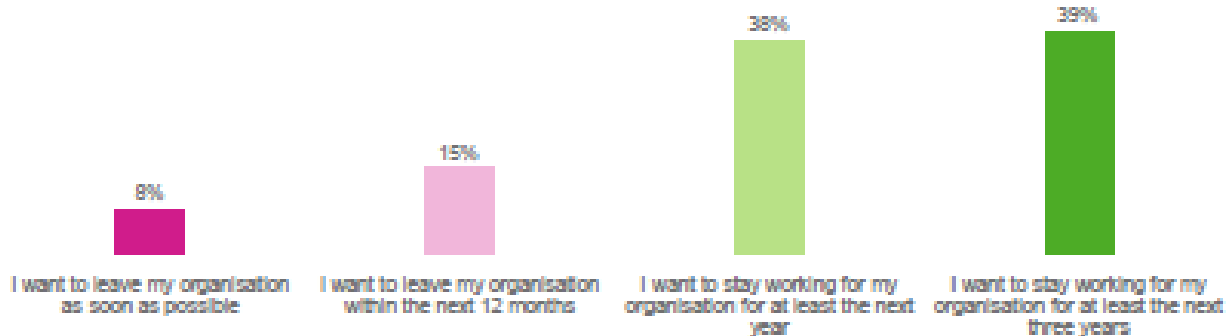
### Belief that action has and/or will be taken

Question	Distribution *	2018 survey	TG HM Treasury	
			Group (Corporate Report)	Civil Service Benchmark
B52. My senior managers will act on this year's survey results		+1	-2	+10 ^
B53. Effective action has been taken on last year's survey results, where I work		+6	+8 ^	+17 ^

### Top drivers of engagement ⓘ

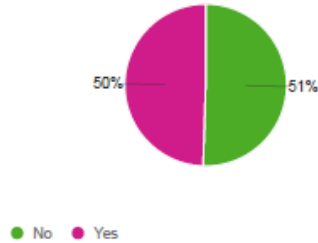
Impact *	Question	Distribution	2018 survey
	B41. Overall, I have confidence in the decisions made by my organisation's senior managers		+12 ^
	B42. I feel that change is managed well in my organisation		+14 ^
	B45. I have the opportunity to contribute my views before decisions are made that affect me		+8 ^
	B46. I think it is safe to challenge the way things are done in my organisation		+8
	B43. When changes are made in my organisation they are usually for the better		+11 ^

### C01. Future Intentions 1

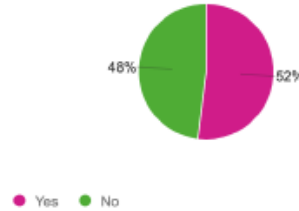


## Local questions: Wellbeing

LQG1. In the last 12 months, have you come to work, or worked at home, despite not feeling well enough to do your job? (2020)



LQG1. In the last 12 months, have you come to work, or worked at home, despite not feeling well enough to do your job? (All Local Question Respondents, 2020)

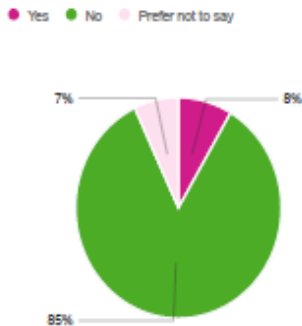


### Local question results: Wellbeing (LQF1-LQF3)

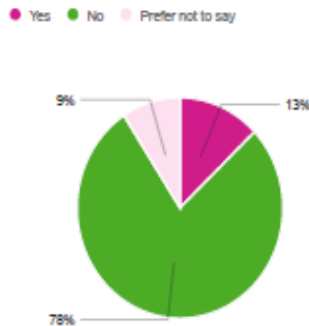
Question	Distribution	2019 survey	TG HM Treasury Group (Corporate Report)	All Local Question Respondents
LQF3. I can talk to my manager about my health and wellbeing		-	-2	-1
LQF2. My manager provides effective support for my wellbeing		-	+2	+4
LQF1. In the last 12 months, I have felt unwell as a result of work-related stress		-	+3	-

## Discrimination

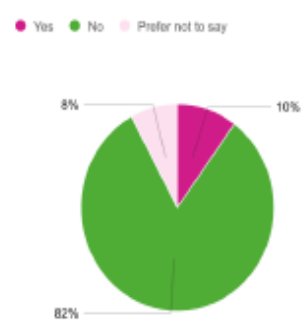
E01. Discriminated against at work in 2020



E01. Discriminated against at work in 2019

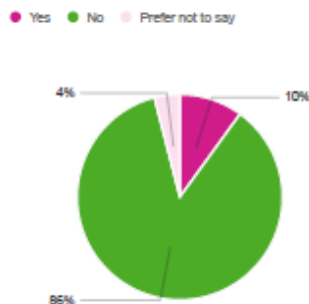


E01. Discriminated against at work in 2020 (all civil servants)

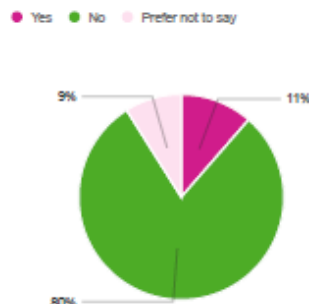


## Bullying & Harassment

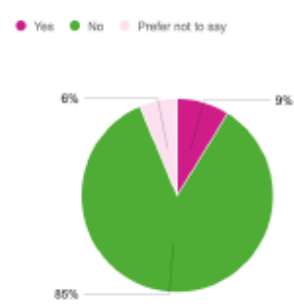
E03. Bullied and/or harassed at work in 2020



E03. Bullied and/or harassed at work in 2019

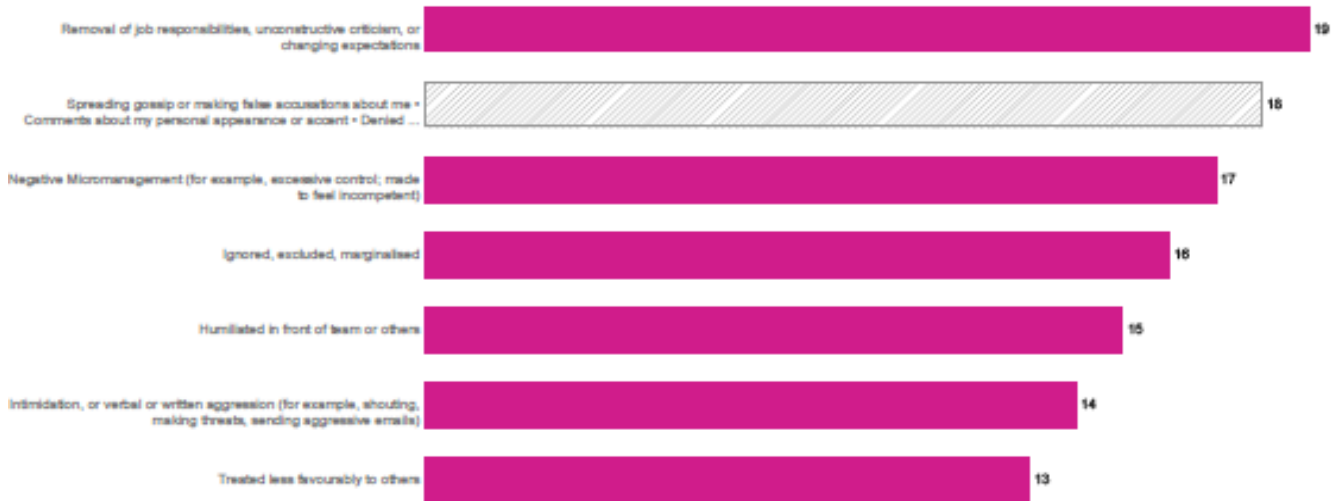


E03. Bullied and/or harassed at work in 2020 (all civil servants)





E03A. Count of nature of bullying and/or harassment experienced (multi-choice allowed) 40 Responses



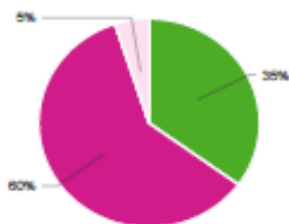
E04. Count of who perpetrated the bullying and/or harassment (multiple choice allowed) 32 Responses



## Whether and how the incident was reported

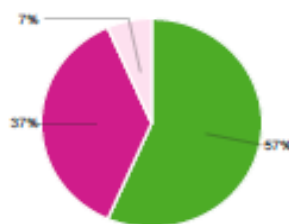
E05. Reported experience of bullying and/or harassment in 2020

● Yes ● No ● Prefer not to say



E05. Reported experience of bullying and/or harassment in 2019

● Yes ● No ● Prefer not to say



E05. Reported experience of bullying and/or harassment in 2020 (all civil servants)

● Yes ● No ● Prefer not to say





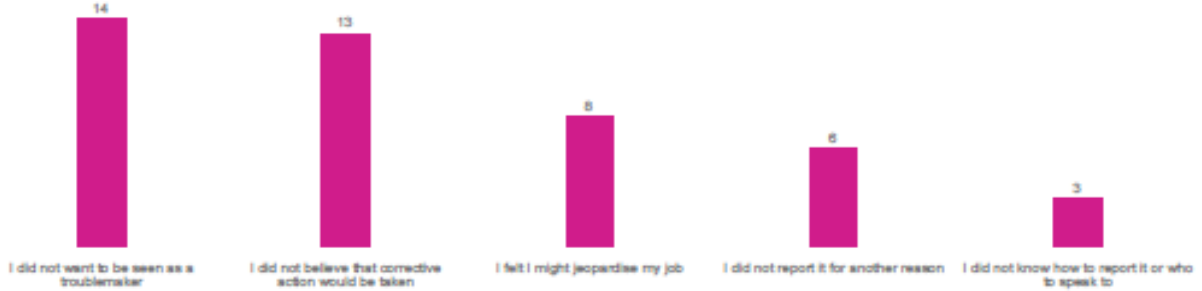
E05A. How the Incident was reported, if reported (count)



E06\_D. Felt punished for reporting the Incident in 2020



E05B. Why the Incident was not reported, if not reported (count)



### How respondents would describe their situation now

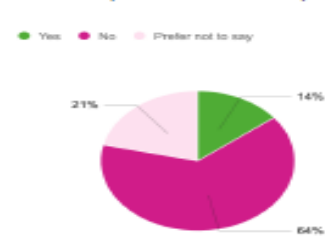
E06\_A. Appropriate action was taken to address the behaviour (2020)



E06\_A. Appropriate action was taken to address the behaviour (2019)



E06\_A. Appropriate action was taken to address the behaviour (2020, all civil servants)



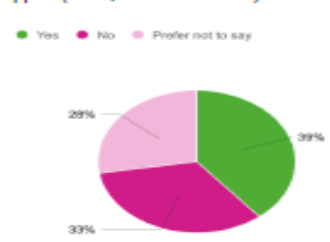
E06\_B. The bullying and/or harassment has stopped (2020)



E06\_B. The bullying and/or harassment has stopped (2019)



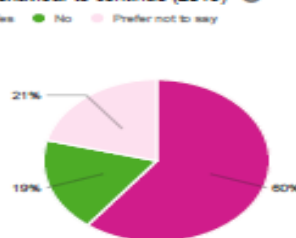
E06\_B. The bullying and/or harassment has stopped (2020, all civil servants)



E06\_C. The culture in my area allows this behaviour to continue (2020)



E06\_C. The culture in my area allows this behaviour to continue (2019)



E06\_C. The culture in my area allows this behaviour to continue (2020, all civil servants)

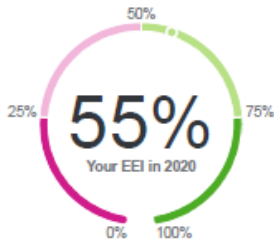




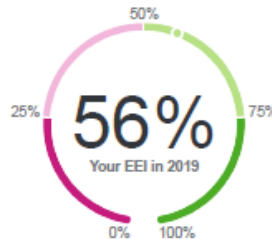
## Employee Engagement

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, and are motivated to contribute to organisational success. We use five questions in the People Survey to measure employee engagement, and combine these responses into a summary index score to tell you where they sit on a scale of very disengaged (0%) through to very engaged (100%).

This year, your Employee Engagement Index is: **55%**



Last year, your Employee Engagement Index was: **56%**



The Civil Service Benchmark for 2020 is: **66%**



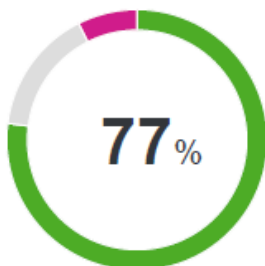
## Employee Engagement Question Scores (2020)

Question	Distribution	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B51. My organisation motivates me to help it achieve its objectives	44% 37% 19%	+4	-5	-12
B48. I would recommend my organisation as a great place to work	44% 33% 22%	-2	-14	-22
B47. I am proud when I tell others I am part of my organisation	44% 41% 15%	+4	-9	-26
B50. My organisation inspires me to do the best in my job	33% 44% 22%	-10	-15	-25
B49. I feel a strong personal attachment to my organisation	30% 48% 22%	-4	-9	-26

## Core Theme Scores

There are nine core theme scores within the Civil Service People Survey. Each theme measures a different dimension of employee experiences at work, which are known to have a strong relationship with engagement levels. Below, you'll find your overall theme score, plus the results for the individual questions underpinning each theme.

### My Work Theme Score



2019 survey  
75%

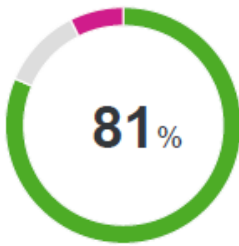
Civil Service Benchmark: 80%  
My Work

### My Work Question Scores

Question	Distribution	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B02. I am sufficiently challenged by my work	93%	-1	+5	+9
B01. I am interested in my work	85% 15%	-1	-5	-7
B05. I have a choice in deciding how I do my work	78% 11% 11%	+21	-2	-3
B03. My work gives me a sense of personal accomplishment	70% 26%	-12	-8	-10
B04. I feel involved in the decisions that affect my work	59% 19% 22%	+3	-3	-5



## Organisational Objectives & Purpose Theme Score ?



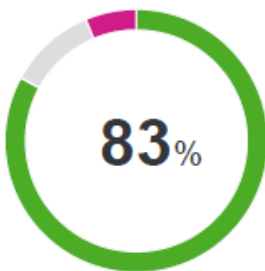
2019 survey  
83%

Civil Service Benchmark: 85%  
Organisational Objectives & Purpose

## Organisation Objectives & Purpose Question Scores

Question	Distribution <span>▼</span>	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B07. I understand how my work contributes to my organisation's objectives		+9	+3	+2
B06. I have a clear understanding of my organisation's objectives		-13	-11	-10

## My Manager Theme Score ?



2019 survey  
73%

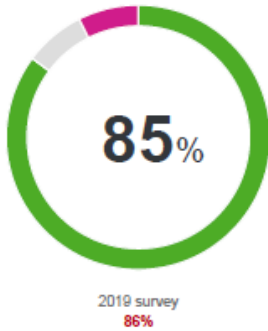
Civil Service Benchmark: 74%  
My Manager

## My Manager Question Scores

Question	Distribution <span>▼</span>	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B13. My manager recognises when I have done my job well		+13	+10	+12
B10. My manager is open to my ideas		+13	+9	+10
B09. My manager is considerate of my life outside work		+6	+7	+7
B12. Overall, I have confidence in the decisions made by my manager		+6	+7	+8
B16. I think that my performance is evaluated fairly		+21	+12	+9
B14. I receive regular feedback on my performance		+5	+7	+9
B11. My manager helps me to understand how I contribute to my organisation's objectives		+8	+7	+7
B08. My manager motivates me to be more effective in my job		+1	+5	+2
B15. The feedback I receive helps me to improve my performance		+7	+3	+2
B17. Poor performance is dealt with effectively in my team		+16	+20	+22 <span>^</span>

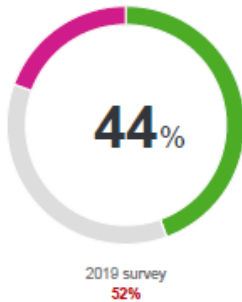


## My Team Theme Score ?



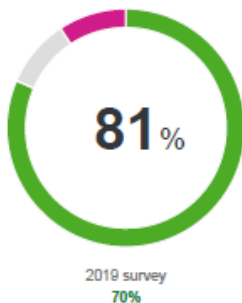
Civil Service Benchmark: 84%  
My Team

## Learning & Development Theme Score ?



Civil Service Benchmark: 56%  
Learning & Development

## Inclusion & Fair Treatment Theme Score ?



Civil Service Benchmark: 82%  
Inclusion & Fair Treatment

## My Team Question Scores

Question	Distribution <span>?</span>	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B18. The people in my team can be relied upon to help when things get difficult in my job		+3	+6	+5
B19. The people in my team work together to find ways to improve the service we provide		+2	-1	-1
B20. The people in my team are encouraged to come up with new and better ways of doing things		-6	-3	-2

## Learning & Development Question Scores

Question	Distribution <span>?</span>	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B21. I am able to access the right learning and development opportunities when I need to		+17	+6	+4
B23. There are opportunities for me to develop my career in my organisation		-13	-7	-11
B24. Learning and development activities I have completed while working for my organisation are helping me to develop my career		-20	-10	-19
B22. Learning and development activities I have completed in the past 12 months have helped to improve my performance?		-13	-17	-19

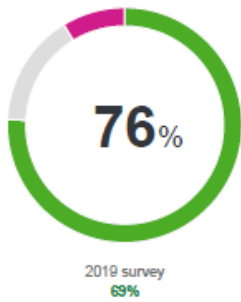
## Inclusion & Fair Treatment Question Scores

Question	Distribution <span>?</span>	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B26. I am treated with respect by the people I work with		+13	+1	+4
B25. I am treated fairly at work		+15	-2	-3
B27. I feel valued for the work I do		+21	-4	+4
B28. I think that my organisation respects individual differences (for example cultures, working styles, backgrounds, ideas, etc.)		-3	-5	-6



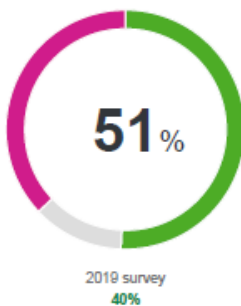


## Resources & Workload Theme Score



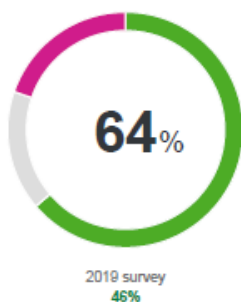
Civil Service Benchmark: 75%  
Resources & Workload

## Pay & Benefits Theme Score



Civil Service Benchmark: 40%  
Pay & Benefits

## Leadership & Managing Change Theme Score



Civil Service Benchmark: 58%  
Leadership & Managing Change

## Resources & Workload Question Scores

Question	Distribution	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B31. I have the skills I need to do my job effectively	85% 11%	-1	-1	-5
B34. I achieve a good balance between my work life and my private life	81% 11%	+1	+6	+9
B30. I have clear work objectives	81% 15%	+11	+1	+2
B29. I get the information I need to do my job well	74% 15% 11%	+14	+6	+1
B33. I have an acceptable workload	69% 19% 12%	-7	+3	+5
B32. I have the tools I need to do my job effectively	63% 22% 15%	+20	-4	-13






## Pay & Benefits Question Scores

Question	Distribution	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B36. I am satisfied with the total benefits package	56% 15% 30%	+9	+9	+9
B35. I feel that my pay adequately reflects my performance	52% 41%	+9	+9	+12
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable	44% 15% 41%	+14	+12	+11

## Leadership & Managing Change Question Scores

Question	Distribution	2019 survey	GIAA0001 Operational Directorate - Economic & Business Affairs - OD2	Civil Service Benchmark
B38. Senior managers in my organisation are sufficiently visible	78% 11% 11%	+21	-2	+2
B44. My organisation keeps me informed about matters that affect me	74% 10%	+24	+1	+3
B41. Overall, I have confidence in the decisions made by my organisation's senior managers	70% 19% 11%	+27 ^	+7	+7
B39. I believe the actions of senior managers are consistent with my organisation's values	70% 11% 19%	+17	-1	+1
B40. I believe that my organisation's senior leaders have a clear vision for the future...	67% 22% 11%	-3	-1	+7
B46. I think it is safe to challenge the way things are done in my organisation	59% 11% 30%	+13	-1	+5
B43. When changes are made in my organisation they are usually for the better	56% 26% 19%	+12	+7	+14
B45. I have the opportunity to contribute my views before decisions are made that affect me	52% 22% 26%	+22	0	+6
B42. I feel that change is managed well in my organisation	48% 19% 33%	+28 ^	+1	+4

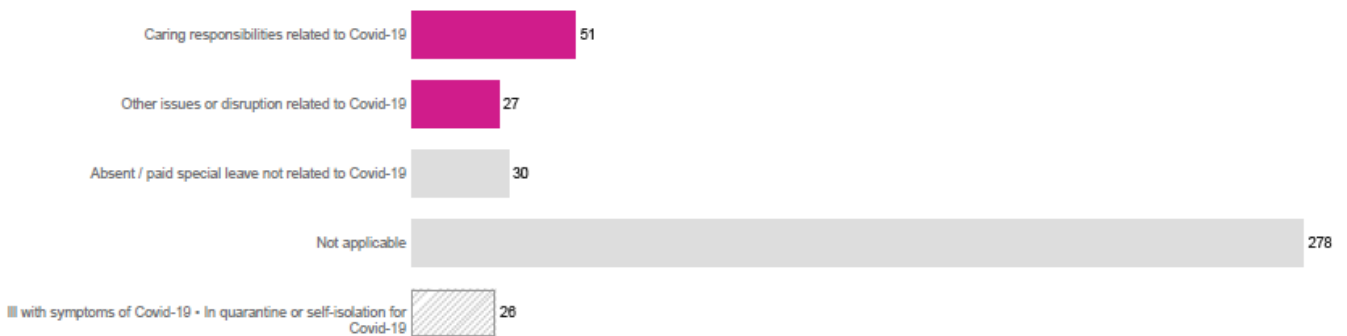
Local question results: Customer Service

Question	Distribution	2019 survey	TG HM Treasury Group (Corporate Report)	All Local Question Respondents
LQM1. I understand my customers' or service users' needs		0	0	-1
LQM5. Where I work, we have been able to provide a good level of support to customers or service users during the Coronavirus (Covid-19) pandemic		-	0	+3
LQM2. My Area, Directorate or Division sets goals that are appropriately aligned to customer or service user requirements		+5	0	+12 ^
LQM4. I feel supported when faced by unacceptable actions from customers or service users		+4	0	0
LQM3. In my organisation, ideas and innovation are increasingly driven by customer or service user experience		0	0	-9 v

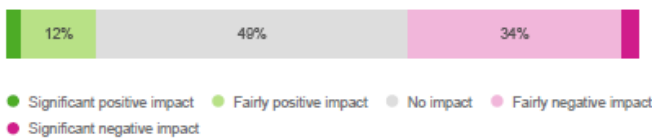
## The Coronavirus Pandemic

CV1. Self-reported being unable to work for at least one day since the Covid-19 outbreak, for the following reasons 388 Responses

1



CV2A. What impact has the Covid-19 pandemic had on your physical health?



CV2A. What impact has the Covid-19 pandemic had on your physical health? (All Civil Servants)



CV2B. What impact has the Covid-19 pandemic had on your mental health?



CV2B. What impact has the Covid-19 pandemic had on your mental health? (All Civil Servants)



CV2C. What impact has the Covid-19 pandemic had on your household finances?

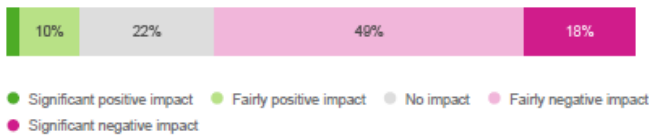


CV2C. What impact has the Covid-19 pandemic had on your household finances? (All Civil Servants)

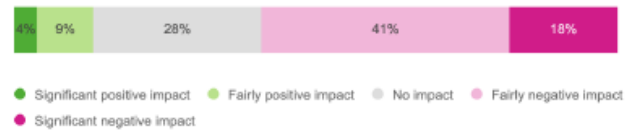




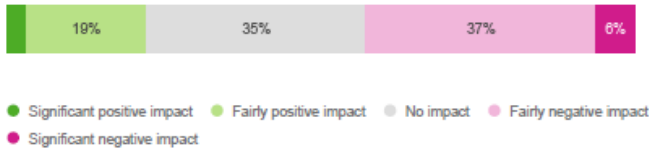
CV2D. What impact has the Covid-19 pandemic had on your caring responsibilities? (Of those with child or adult care responsibilities)



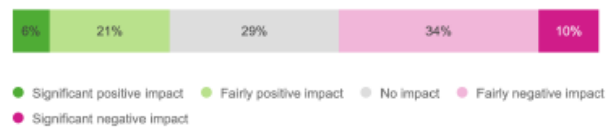
CV2D. What impact has the Covid-19 pandemic had on your caring responsibilities? (All Civil Servants with caring responsibilities)



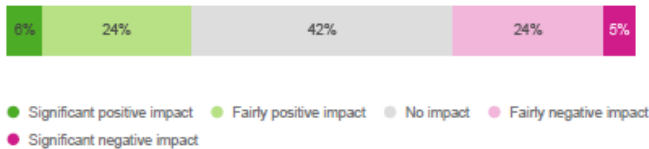
CV2E. What impact has the Covid-19 pandemic had on your work?



CV2E. What impact has the Covid-19 pandemic had on your work? (All Civil Servants)



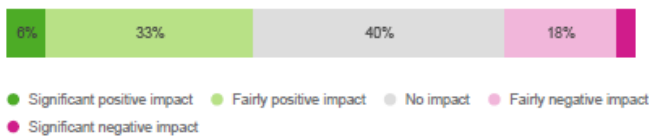
CV2F. What impact has the Covid-19 pandemic had on your productivity?



CV2F. What impact has the Covid-19 pandemic had on your productivity? (All Civil Servants)



CV2G. What impact has the Covid-19 pandemic had on your relationships with the people you work with?



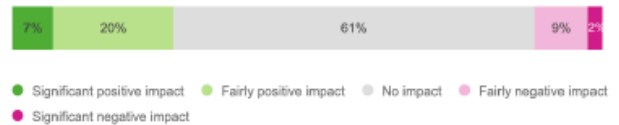
CV2G. What impact has the Covid-19 pandemic had on your relationships with the people you work with? (All Civil Servants)



CV2H. What impact has the Covid-19 pandemic had on your relationship with your manager?



CV2H. What impact has the Covid-19 pandemic had on your relationship with your manager? (All Civil Servants)



H2A. Main place of work since the Covid-19 pandemic

1



Keeping in touch while working remotely

Question	Distribution	TG HM Treasury Group (Corporate Report)	All Civil Service Respondents
H2C. My manager makes an effort to keep in touch with me when I'm working from home	87% 7%	0	+5 ^
H2B. When working from home, my team is good at keeping up with informal connections	85% 9%	+11 ^	+7 ^