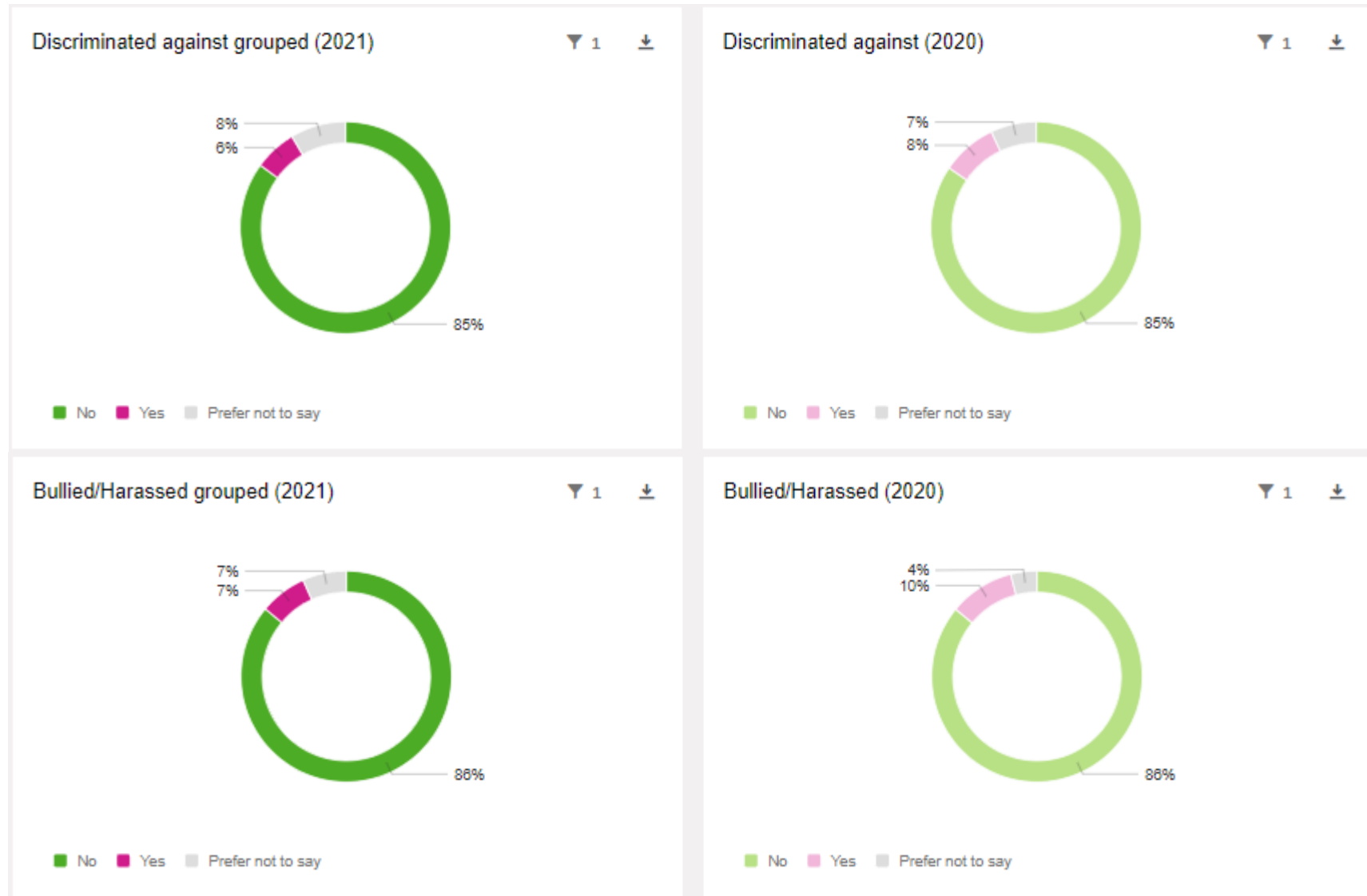




Returns : 402

Response rate : 88%

Civil Service People Survey 2021



## 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 (B47 - B51) in the People Survey to measure employee engagement, and combine all responses (positive, neutral and negative) into a summary index score to tell you where they sit on a scale of very disengaged (0%) through to very engaged (100%).

The Civil Service Employee Engagement Index (EEI) in 2021 is 66%. It remains stable compared to 2020 (median scores).

The graphs on the right present your EEI for 2021 and 2020.

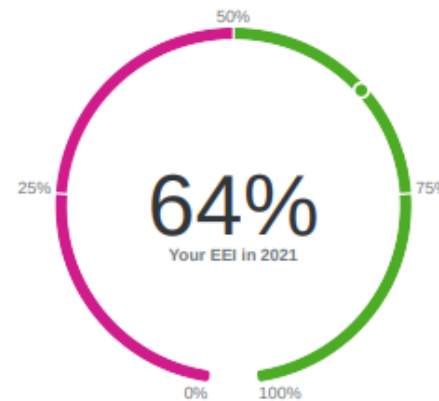
The charts below, instead, displays the five questions that are used to calculate your EEI.

For each question, we've looked at the difference between the proportion of your employees who responded favourably (i.e. selected agree or strongly agree), and compared this to your 2020 results, your parent, and the Civil Service Benchmark.

If the difference is statistically significant, giving us confidence that the difference is not due to random chance, then an arrow will appear. If the arrow is pointing downwards "v" then your score is significantly lower than the comparison; if it is pointing upwards "" then it is significantly higher.

Your 2021 Employee Engagement Index is:

1



Your 2020 Employee Engagement Index was:

1



## Employee Engagement Question Scores 2021 vs 2020

Question	Distribution	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B48. I would recommend my organisation as a great place to work	63% (green), 25% (grey), 11% (pink)	+7 ^	-16 v	-1
B47. I am proud when I tell others I am part of my organisation	61% (green), 28% (grey), 10% (pink)	+8 ^	-22 v	-9 v
B51. My organisation motivates me to help it achieve its objectives	56% (green), 31% (grey), 13% (pink)	+7 ^	-11 v	+1
B50. My organisation inspires me to do the best in my job	55% (green), 30% (grey), 15% (pink)	+5	-15 v	-3
B49. I feel a strong personal attachment to my organisation	48% (green), 31% (grey), 21% (pink)	+9 ^	-12 v	-6 v

## 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. Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### My Work

The Civil Service benchmark score for the My Work theme in 2021 is 79%, compared to 80% in 2020.

The graph below shows the My Work score for your organisation, while the one on the right presents the scores for each of the theme questions (B01-B04).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### My Work Theme Score



### My Work Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B01. I am interested in my work		-1	0	0
B02. I am sufficiently challenged by my work		+2	+3	+4 ^
B05. I have a choice in deciding how I do my work		+3	-2	+1
B03. My work gives me a sense of personal accomplishment		+2	0	+3
B04. I feel involved in the decisions that affect my work		+4	-2	+7 ^

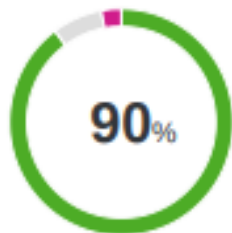
## Organisational Objectives & Purpose

The Civil Service benchmark score for the Organisational Objectives & Purpose theme in 2021 is 85% (one percentage point less compared to 2020).

The graph below shows the Organisational Objectives & Purpose score for your organisation, while the one on the right presents the scores for each of the theme questions (B06-B07).



Your percent positive theme score is

## Organisational Objectives & Purpose Theme Score



2020 survey  
89%

## Organisation Objectives & Purpose Question Scores 2021 vs 2020

Question	Distribution <sup>▼</sup>	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B07. I understand how my work contributes to my organisation's objectives		+3	+3	+5 <sup>^</sup>
B06. I have a clear understanding of my organisation's objectives		0	+1	+5 <sup>^</sup>

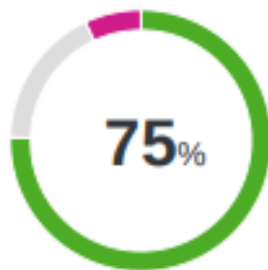
## My Manager

The Civil Service benchmark score for the My Manager theme in 2021 is 75%, compared to 74% in 2020.

The graph below shows the My Manager score for your organisation, while the one on the right presents the scores for each of the theme questions (B08- B17).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

## My Manager Theme Score



## My Manager Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B09. My manager is considerate of my life outside work		+2	0	+1
B10. My manager is open to my ideas		+4	-1	+2
B13. My manager recognises when I have done my job well		+3	-2	+2
B12. Overall, I have confidence in the decisions made by my manager		-2	-4 ▾	-2
B14. I receive regular feedback on my performance		-1	0	+4
B08. My manager motivates me to be more effective in my job		-2	-5 ▾	-3
B16. I think that my performance is evaluated fairly		+3	-3	+1
B11. My manager helps me to understand how I contribute to my organisation's objectives		+2	0	+2
B15. The feedback I receive helps me to improve my performance		-2	-3	0
B17. Poor performance is dealt with effectively in my team		0	-1	0

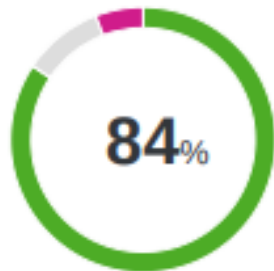
## My Team

The Civil Service benchmark score for the My Team theme in 2021 is 84% (one point percentage more compared to 2020).

The graph below shows the My Team score for your organisation, while the one on the right presents the scores for each of the theme questions (B18-B20).

Your percent positive theme score is

## My Team Theme Score



2020 survey  
82%

## My Team Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B18. The people in my team can be relied upon to help when things get difficult in my job		+1	-3	-1
B19. The people in my team work together to find ways to improve the service we provide		+1	-3	-1
B20. The people in my team are encouraged to come up with new and better ways of doing things		+5	+1	+2

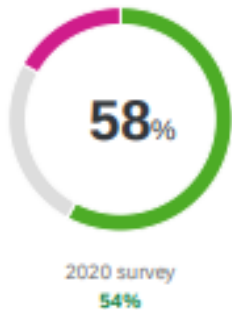
## Learning & Development

The Civil Service benchmark score for the Learning & Development theme in 2021 is 56% (one point percentage more compared to 2020).





The graph below shows the Learning & Development score for your organisation, while the one on the right presents the scores for each of the theme questions (B21- B24).

Your percent positive theme score is

### Learning & Development Theme Score



## Learning & Development Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B21. I am able to access the right learning and development opportunities when I need to		+3	+5	+1
B23. There are opportunities for me to develop my career in my organisation		+9 ^	-7 v	+4
B22. Learning and development activities I have completed in the past 12 months have helped to improve my performance?		+3	+7 ^	+5 ^
B24. Learning and development activities I have completed while working for my organisation are helping me to develop my career		+2	-4	-1



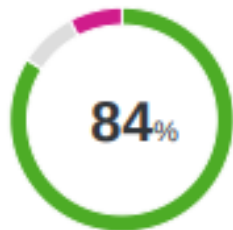
## Inclusion and Fair Treatment

The Civil Service benchmark score for the Inclusion and Fair Treatment theme in 2021 is 82% (one percentage point more compared to 2020).

The graph below shows the Inclusion and Fair Treatment score for your organisation, while the one on the right presents the scores for each of the theme questions (B25- B28).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

## Inclusion & Fair Treatment Theme Score



2020 survey  
82%

## Inclusion & Fair Treatment Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B26. I am treated with respect by the people I work with		0	-2	+1
B28. I think that my organisation respects individual differences (for example cultures, working styles, backgrounds, ideas, etc.)		+7 ^	+7 ^	+4
B25. I am treated fairly at work		+1	-5 v	-2
B27. I feel valued for the work I do		0	-1	+6 ^

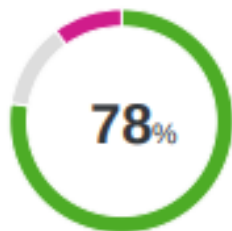
## Resources & Workload

The Civil Service benchmark score for the Resources & Workload theme in 2021 is 75% (same as 2020).

The graph below shows the Resources & Workload score for your organisation, while the one on the right presents the scores for each of the theme questions (B29- B34).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Resources & Workload Theme Score



2020 survey  
76%

## Resources & Workload Question Scores 2021 vs 2020

Question	Distribution ▾	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B31. I have the skills I need to do my job effectively		+2	+3	+2
B30. I have clear work objectives		+4	+5 ^	+8 ^
B32. I have the tools I need to do my job effectively		+10 ^	-5 v	+2
B29. I get the information I need to do my job well		+3	-5 v	+2
B34. I achieve a good balance between my work life and my private life		-2	+5 ^	0
B33. I have an acceptable workload		-4	+1	+1

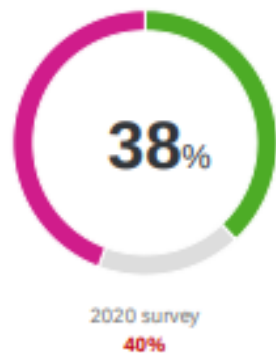
## Pay & Benefits

The Civil Service benchmark score for the Pay & Benefits theme in 2021 is 39% (two percentage points less compared to 2020).


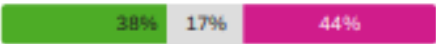

The graph below shows the Pay & Benefits score for your organisation, while the one on the right presents the scores for each of the theme questions (B35- B37).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Pay & Benefits Theme Score



## Pay & Benefits Question Scores 2021 vs 2020

Question	Distribution	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B36. I am satisfied with the total benefits package		-2	+8 ^	-2
B35. I feel that my pay adequately reflects my performance		-4	+7 ^	0
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable		+1	+9 ^	0

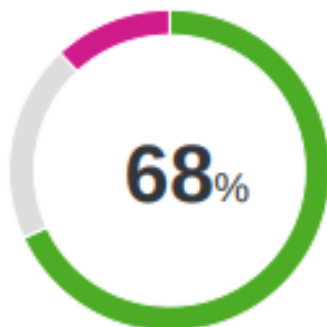
## Leadership & Managing Change

The Civil Service benchmark score for the Leadership & Managing Change theme in 2021 is 58% (same as 2020).

The graph below shows the Leadership & Managing Change score for your organisation, while the one on the right presents the scores for each of the theme questions (B38- B46).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Leadership & Managing Change Theme Score



2020 survey  
63%

## Leadership & Managing Change Question Scores 2021 vs 2020

Question	Distribution	2020 survey	TG HM Treasury Group (Corporate Report)	Civil Service Benchmark 2021
B38. Senior managers in my organisation are sufficiently visible	86% Positive, 11% Neutral, 3% Negative	+5	-1	+14 ^
B44. My organisation keeps me informed about matters that affect me	83% Positive, 11% Neutral, 6% Negative	+3	+1	+13 ^
B40. I believe that my organisation's senior leaders have a clear vision for the future...	78% Positive, 14% Neutral, 8% Negative	+8 ^	+10 ^	+18 ^
B39. I believe the actions of senior managers are consistent with my organisation's values	75% Positive, 16% Neutral, 9% Negative	+5	-5 v	+7 ^
B41. Overall, I have confidence in the decisions made by my organisation's senior managers	69% Positive, 21% Neutral, 10% Negative	+4	-7 v	+7 ^
B46. I think it is safe to challenge the way things are done in my organisation	59% Positive, 24% Neutral, 17% Negative	+4	-2	+4
B45. I have the opportunity to contribute my views before decisions are made that affect me	57% Positive, 25% Neutral, 18% Negative	+3	-1	+11 ^
B43. When changes are made in my organisation they are usually for the better	56% Positive, 32% Neutral, 11% Negative	+7 ^	+1	+15 ^
B42. I feel that change is managed well in my organisation	50% Positive, 28% Neutral, 22% Negative	+6	-7 v	+9 ^