

CSPS results - initial overview

November 2024



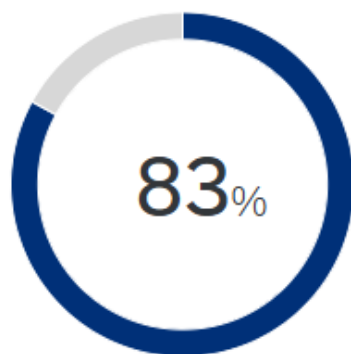
Participation Rate

OFFICIAL - SENSITIVE



RoSBrd2024/04/07

Registers
of Scotland



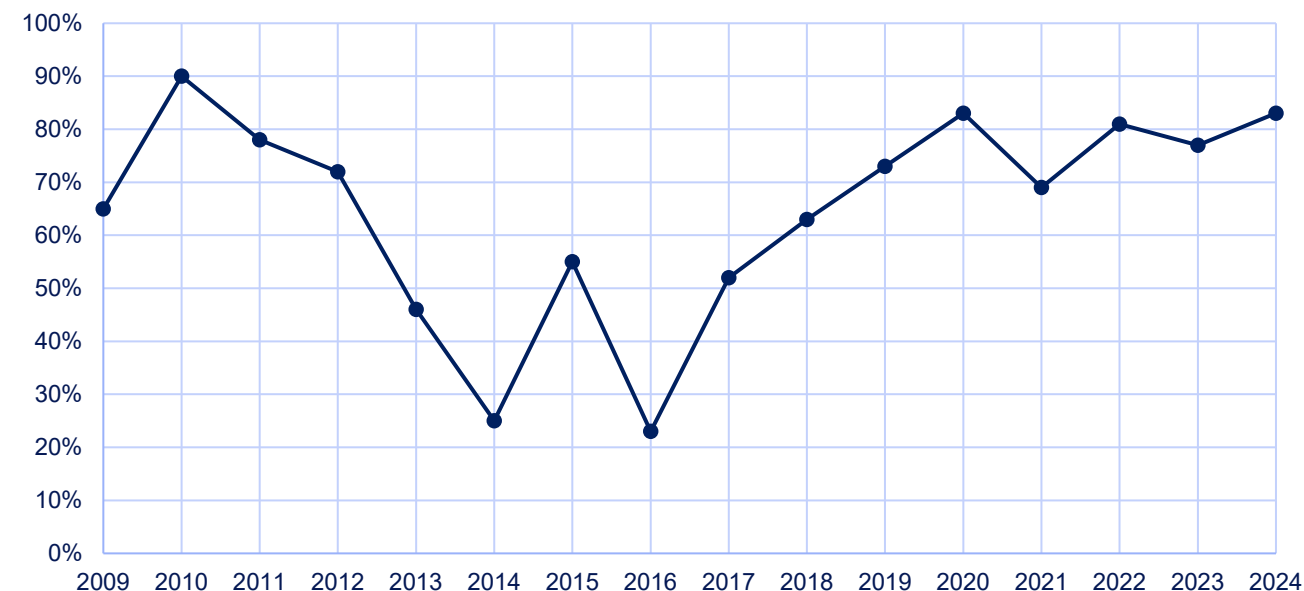
Responses

934 of 1124

Participation in the survey increased this year, from 77% of eligible colleagues in 2023 to 83% this year.

Response rates have fluctuated over the years, with a low of 23% in 2016. Our latest response rate was only surpassed by the 90% figure we saw in 2010 – when participation was incentivised with a small charity donation made for every completed survey.

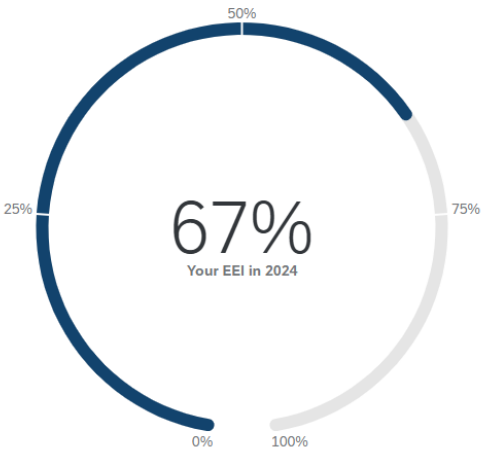
CSPS participation rates by year



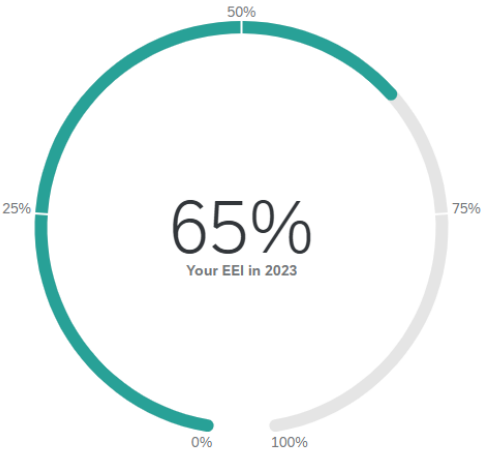
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Engagement Index (EI)

Your 2024 Employment Engagement Score ▾

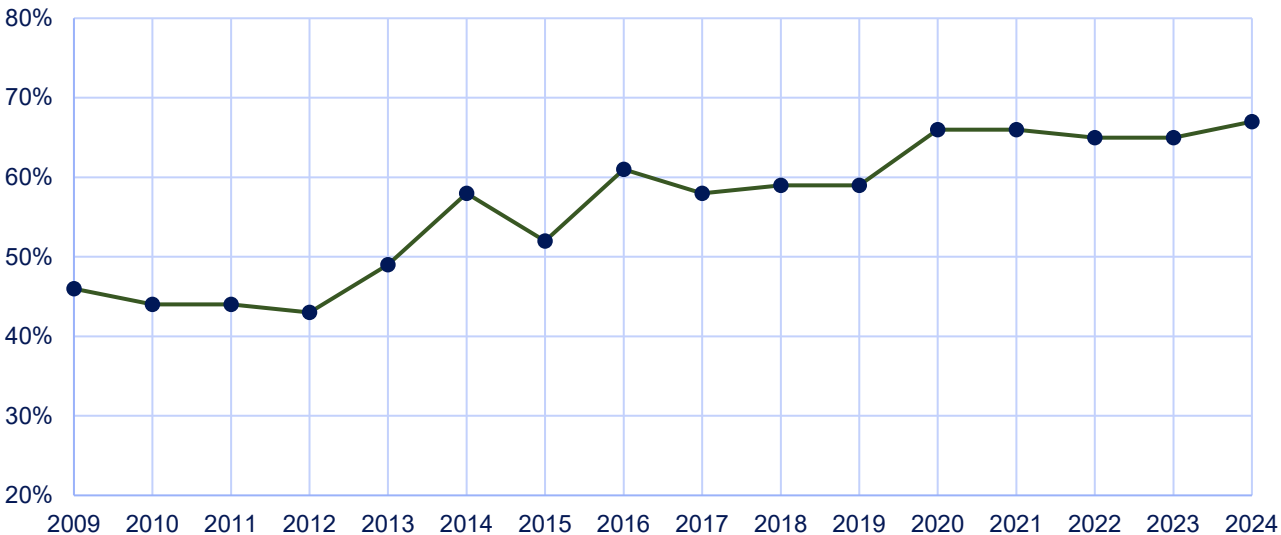


... Your 2023 Employment Engagement Score ▾



Our EI has risen by 2% from last year to our highest **ever** level since the CSPS began in 2009.

Our CSPS Engagement Index by year



Engagement Index (EI) by Directorate



Directorate	EI	Difference from 2023 EI*	Number of responses	Response rate
Customer and Business Development	67%	+1	118	87%
Digital, Data and Technology	69%	0	140	91%
Policy and Corporate Services	66%	+1	127	93%
People and Operational Services	65%	+3	534	78%

Traditionally, the area of the business in which we see our lowest CSPS scores is Registration/Operational Services. While this remains the case this year, it is worth noting that the EI for Registration/Operational Services* rose by 3%, to 64%. In other Directorates the EI remained in line with, or slightly above, last year.

**comparisons with last year are not perfect due to changes in the RoS organisational structure. For example teams that existed in the 2023 hierarchy that were subsequently subdivided/redistributed in 2024 cannot be including as part of the tracking.*



Engagement Index Questions

Employee Engagement Index question	2024 score	Difference from our 2023 score	Difference from 2024 Civil Service Benchmark
B47: I am proud when I tell others I am part of RoS	60%	+2	-6
B48: I would recommend RoS as a great place to work	74%	+4	+11
B49: I feel a strong personal attachment to RoS	53%	+4	+2
B50: RoS inspires me to do the best in my job	58%	+5	+3
B51: RoS motivates me to help it achieve its objectives	58%	+6	+5

The Engagement Index is calculated based on colleagues' responses to five particular questions in the CSPA, which are shown above.

The table shows that our '% favourable' scores for each of these questions have risen since last year; in two cases this increase represents a statistically significant change (B50 and B51)



Theme Scores

Core Theme	2024 score	Difference from our 2023 score	Difference from 2024 Civil Service Benchmark
My Work	79%	+2	+1
Organisational Objectives and Purpose	92%	+3	+8
My Manager	82%	+1	+4
My Team	84%	0	0
Learning and Development	56%	+3	0
Inclusion and Fair Treatment	87%	+2	+6
Resources and Workload	85%	+1	+9
Pay and Benefits	58%	+9	+24
Leadership and Managing Change	55%	+4	+2

All but one of our theme scores have increased since last year – with the scores for **Organisational Objectives and Purpose** and **Pay and Benefits** seeing statistically significant improvements.

All of our scores are, at least, in line with the Civil Service Benchmark figures and in most cases are well above these benchmarks. For five themes the difference is statistically significant.

Last Year's RoS-wide Action Plan – A Reminder



- Recognition
- Colleague voice
- Performance routines



- Social connectedness
- Sense of belonging
- Team Ways of Working (TWW)



- People management support
- Succession planning and leadership



- Effective change management
- People impact assessment
- Communicating change
- Registration learning support
- RoS wide learning
- Strategic Workforce Planning (SWP)