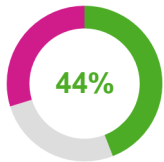


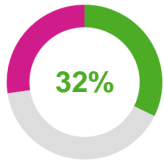


## Taking action

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



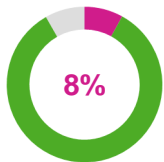
B52. I believe that senior managers in RoS will take action on the results from this survey



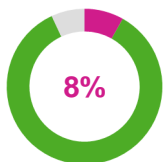
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



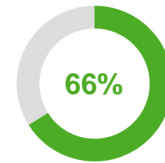
E01. Have you been discriminated against at work, in the past 12 months?



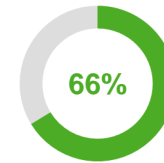
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

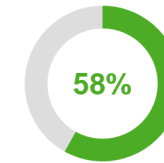
■ % responding positively to W01 - W03 ■ % responding negatively to W04



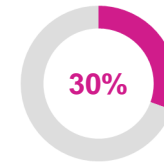
W01. Overall, how satisfied are you with your life nowadays?



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

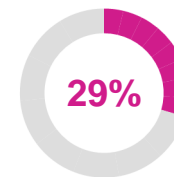


W03. Overall, how happy did you feel yesterday?

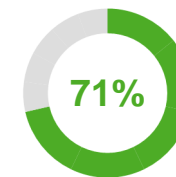


W04. Overall, how anxious did you feel yesterday?

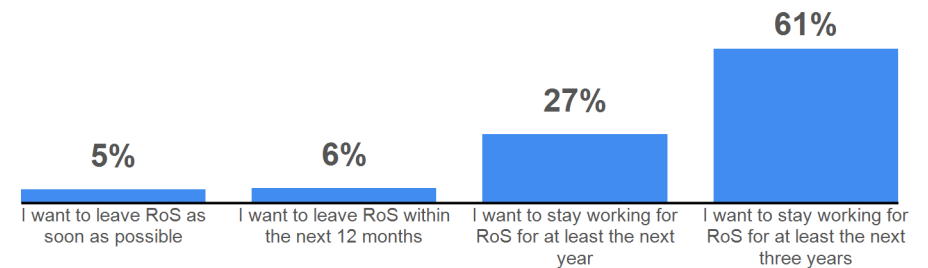
## Proxy Stress Index




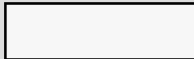


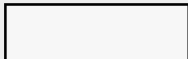










## PERMA Index



## Your plans for the future



## Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	 <b>94%</b>	B17 Poor performance is dealt with effectively in my team	 <b>42%</b>	B42 I feel that change is managed well in RoS	 <b>42%</b>
B26 I am treated with respect by the people I work with	 <b>88%</b>	B53 Where I work, I think effective action has been taken on the results of the last survey	 <b>40%</b>	B45 I have the opportunity to contribute my views before decisions are made that affect me	 <b>38%</b>
B18 The people in my team can be relied upon to help when things get difficult in my job	 <b>88%</b>	B47 I am proud when I tell others I am part of RoS	 <b>39%</b>	B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	 <b>38%</b>
B01 I am interested in my work	 <b>86%</b>	B39 I believe the actions of senior managers are consistent with RoS' values	 <b>37%</b>	B43 When changes are made in RoS they are usually for the better	 <b>34%</b>
B31 I have the skills I need to do my job effectively	 <b>85%</b>	B50 RoS inspires me to do the best in my job	 <b>37%</b>	B23 There are opportunities for me to develop my career in RoS	 <b>32%</b>

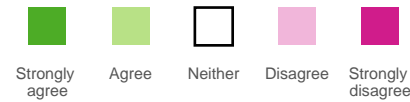
Please note that only questions B01-B60 are included in the above rankings

**All questions by theme**

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

**My work**
**71%**
**+2**

Difference from previous survey


**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work


**86%**

0

-4 ♦

-7 ♦

B02 I am sufficiently challenged by my work


**78%**

+5 ♦

-2 ♦

-5 ♦

B03 My work gives me a sense of personal accomplishment

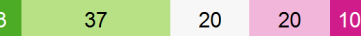

**70%**

0

-8 ♦

-10 ♦

B04 I feel involved in the decisions that affect my work


**51%**

+2

-9 ♦

-14 ♦

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


**71%**

+3 ♦

-7 ♦

-11 ♦

**Organisational objectives and purpose**
**81%**
**+4**

Difference from previous survey

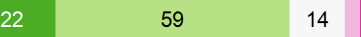

**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B06 I have a clear understanding of RoS' objectives


**80%**

+5 ♦

-2 ♦

-6 ♦

B07 I understand how my work contributes to RoS' objectives


**82%**

+3 ♦

-2 ♦

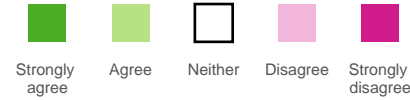
-6 ♦

**All questions by theme**

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

**My manager**
**62%**
**0**

Difference from previous survey


**% Positive**

Difference from previous survey











Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	19	42	24	10	5	62%	-1	-10 ◇	-14 ◇
B09	My manager is considerate of my life outside work	38	46	12	2	2	85%	+2	-2 ◇	-5 ◇
B10	My manager is open to my ideas	30	44	19	5	2	74%	-1	-9 ◇	-12 ◇
B11	My manager helps me to understand how I contribute to RoS' objectives	18	43	27	9	3	61%	+2	-6 ◇	-10 ◇
B12	Overall, I have confidence in the decisions made by my manager	26	44	21	6	3	70%	-3 ◇	-7 ◇	-11 ◇
B13	My manager recognises when I have done my job well	26	47	19	6	2	72%	0	-8 ◇	-11 ◇
B14	I receive regular feedback on my performance	16	41	22	16	5	57%	+3 ◇	-11 ◇	-15 ◇
B15	The feedback I receive helps me to improve my performance	15	37	33	11	6	52%	-1	-13 ◇	-16 ◇
B16	I think that my performance is evaluated fairly	18	42	30	7	3	60%	-2	-8 ◇	-12 ◇
B17	Poor performance is dealt with effectively in my team	7	23	42	18	9	31%	-2	-9 ◇	-13 ◇

**All questions by theme**

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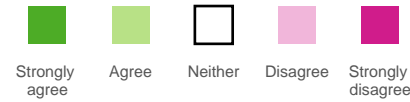
<b>My team</b>	<b>80%</b>	<b>-1</b>	Difference from previous survey						<b>% Positive</b>	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	41	48	7					<b>88%</b>	0	+2 ◇	0
B19	The people in my team work together to find ways to improve the service we provide	37	45	13					<b>81%</b>	-2	-2 ◇	-5 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	41	20	8				<b>69%</b>	-1	-7 ◇	-11 ◇
<b>Learning and development</b>	<b>42%</b>	<b>+5</b> ◇	Difference from previous survey									
B21	I am able to access the right learning and development opportunities when I need to	12	36	28	18	7			<b>48%</b>	+5 ◇	-17 ◇	-23 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	11	31	34	16	9			<b>41%</b>	+4 ◇	-13 ◇	-18 ◇
B23	There are opportunities for me to develop my career in RoS	12	32	25	19	13			<b>43%</b>	+7 ◇	-8 ◇	-15 ◇
B24	Learning and development activities I have completed while working for RoS are helping me to develop my career	10	27	33	19	11			<b>37%</b>	+3 ◇	-13 ◇	-19 ◇

**All questions by theme**

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 ^ indicates a variation in question wording from your previous survey

**Inclusion and fair treatment**
**79%**
**+1**

Difference from previous survey


**% Positive**

Difference from previous survey

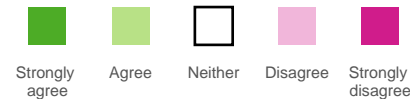
Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	32	53	10	0	0	85%	0	+3 ◇	0
B26	I am treated with respect by the people I work with	34	55	8	0	0	88%	0	+3 ◇	0
B27	I feel valued for the work I do	20	42	20	12	5	63%	+1	-6 ◇	-10 ◇
B28	I think that RoS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	28	51	14	0	0	79%	+2 ◇	+1 ◇	-2 ◇

**Resources and workload**
**75%**
**+3 ◇**

Difference from previous survey



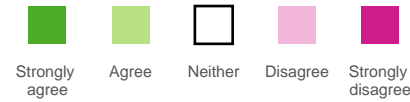
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	13	56	17	11	0	69%	+8 ◇	-2 ◇	-7 ◇
B30	I have clear work objectives	14	54	19	9	0	69%	+4 ◇	-7 ◇	-10 ◇
B31	I have the skills I need to do my job effectively	23	62	10	0	0	85%	+2 ◇	-4 ◇	-7 ◇
B32	I have the tools I need to do my job effectively	16	58	15	9	0	74%	+2	+1	-5 ◇
B33	I have an acceptable workload	13	61	15	9	0	73%	+4 ◇	+10 ◇	+6 ◇
B34	I achieve a good balance between my work life and my private life	22	56	13	7	0	78%	0	+7 ◇	+2 ◇

**All questions by theme**

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

**Pay and benefits**
**55%**
**+3**

Difference from previous survey


**% Positive**

Difference from previous survey

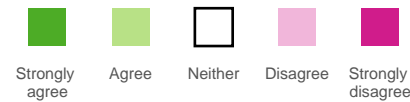
Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	11	43	19	20	7	54%	+2	+20 ◇	+13 ◇
B36 I am satisfied with the total benefits package	13	45	24	13	5	58%	+5 ◇	+19 ◇	+10 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	14	40	23	15	7	54%	+1	+27 ◇	+19 ◇

**Leadership and managing change**
**41%**
**+5**

Difference from previous survey


**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 Senior managers in RoS are sufficiently visible	9	39	24	18	9	49%	+6 ◇	-14 ◇	-24 ◇
B39 I believe the actions of senior managers are consistent with RoS' values	7	34	37	14	7	41%	+3 ◇	-14 ◇	-23 ◇
B40 I believe that the Board has a clear vision for the future of RoS	9	39	32	13	7	48%	+6 ◇	-2 ◇	-13 ◇
B41 Overall, I have confidence in the decisions made by RoS' senior managers	8	32	31	19	11	40%	+8 ◇	-11 ◇	-23 ◇
B42 I feel that change is managed well in RoS	7	26	29	27	15	29%	+5 ◇	-6 ◇	-16 ◇
B43 When changes are made in RoS they are usually for the better	5	30	31	21	13	35%	+6 ◇	-1	-9 ◇
B44 RoS keeps me informed about matters that affect me	7	46	29	13	5	53%	+6 ◇	-8 ◇	-16 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	28	29	25	12	33%	+4 ◇	-8 ◇	-18 ◇
B46 I think it is safe to challenge the way things are done in RoS	7	34	28	20	11	41%	+3	-9 ◇	-16 ◇



## All questions by theme

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

### 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
B47 I am proud when I tell others I am part of RoS	13	37	39	8	8	49%	-3 ◆	-17 ◆	-23 ◆
B48 I would recommend RoS as a great place to work	18	42	27	10	10	60%	+4 ◆	-1	-9 ◆
B49 I feel a strong personal attachment to RoS	11	33	34	16	6	43%	-2	-9 ◆	-15 ◆
B50 RoS inspires me to do the best in my job	10	31	37	17	5	41%	-1	-11 ◆	-18 ◆
B51 RoS motivates me to help it achieve its objectives	8	31	36	18	6	40%	0	-10 ◆	-17 ◆

### Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52 I believe that senior managers in RoS will take action on the results from this survey	9	35	26	17	13	44%	+6 ◆	-7 ◆	-16 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	8	24	40	18	9	32%	+12 ◆	-6 ◆	-12 ◆

**All questions by theme**

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

**Organisational culture**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	32	62				94%	+2 ◇	+5 ◇	+3 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	20	45	25	8		65%	-1	-8 ◇	-12 ◇
B56 In RoS, people are encouraged to speak up when they identify a serious policy or delivery risk	15	45	23	13		60%	+5 ◇	-10 ◇	-15 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	11	46	23	14	6	57%	-1	-10 ◇	-13 ◇
B58 RoS is committed to creating a diverse and inclusive workplace	20	55	20			75%	0	-1	-5 ◇

**Civil Service vision**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	6	33	23	28	10	39%	+8 ◇	-19 ◇	-30 ◇

**Leadership statement**

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	18	41	31	7		59%	New	-7 ◇	-13 ◇

The % positive for this question is the proportion who selected either "Always" or "Most of the time".

## All questions by theme

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

### 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
W01 Overall, how satisfied are you with your life nowadays?	10	24	52	14	66%	0	-1	-4 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	10	24	48	19	66%	-1	-5 ◆	-7 ◆
W03 Overall, how happy did you feel yesterday?	14	27	41	17	58%	-2	-4 ◆	-7 ◆

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
W04 Overall, how anxious did you feel yesterday?	22	26	21	30	30%	+1	-2 ◆	0

## All questions by theme

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

### Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave RoS as soon as possible		5%	-1	-2
I want to leave RoS within the next 12 months		6%	-2 ◇	-9 ◇
I want to stay working for RoS for at least the next year		27%	+2	-6 ◇
I want to stay working for RoS for at least the next three years		61%	+1	+18 ◇

### 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
D01. Are you aware of the Civil Service Code?		12	88%	+3 ◇	-4 ◇	-7 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		43	57%	-3	-8 ◇	-14 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in RoS it would be investigated properly?		30	70%	0	-1	-6 ◇

## 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?<sup>^</sup>

			Difference from previous survey	Difference from CS2019
Yes		8%	+1	-3 ✧
No		84%	-1	+2 ✧
Prefer not to say		8%	0	0

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?<sup>^</sup> (multiple selection)

		Response Count	
Age	15		
Caring responsibilities	--		
Disability	10		
Ethnic background	--		
Gender	--		
Gender reassignment or perceived gender	--		
Grade or responsibility level	11		
Main spoken/ written language or language ability	--		
Marital status or civil partnership	--		
Mental health	12		
Pay	--		
Pregnancy, maternity or paternity	--		
Religion or belief	--		
Sex	--		
Sexual orientation	--		
Social or educational background	--		
Working location	--		
Working pattern	14		
Any other grounds	13		
Prefer not to say	--		




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

## 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
Yes		8%	0	-3 ↗
No		85%	0	+3 ↗
Prefer not to say		7%	0	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	--	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	18	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	13	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	31	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	18	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	14	
Treated less favourably to others	24	
Ignored, excluded, marginalised	26	
Undermining or taking credit for my work	13	
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	10	
Prefer not to say	--	

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

## 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	34	
A colleague in a different Area/Directorate/ Division of RoS	13	
My manager	19	
Another senior member of staff in RoS	--	
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 previous survey	Difference from CS2019
Yes	<b>52%</b>	+12 ◇	+1
No	<b>40%</b>	0	-2
Prefer not to say	<b>8%</b>	-12 ◇	+2

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

		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	<b>17%</b>	+1
No	<b>61%</b>	-2
Prefer not to say	<b>23%</b>	+1
The bullying and/or harassment has stopped		
Yes	<b>37%</b>	-1
No	<b>30%</b>	-7 ◇
Prefer not to say	<b>33%</b>	+9 ◇
The culture in my area allows this kind of behaviour to continue		
Yes	<b>45%</b>	-10 ◇
No	<b>26%</b>	+1
Prefer not to say	<b>29%</b>	+10
I felt like I was punished for reporting the incident		
Yes	<b>12%</b>	-6
No	<b>57%</b>	+2
Prefer not to say	<b>31%</b>	+4
I moved to another team or role to avoid the behaviour		
Yes	<b>18%</b>	-4
No	<b>63%</b>	+3
Prefer not to say	<b>19%</b>	+3

**Additional questions selected by organisation**

♦ indicates statistically significant difference from comparison

**My Organisation**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQA1 I am familiar with RoS' values / purpose / mission	19	63	13			83%	-4 ♦
LQA2 I believe the process of filling vacancies within RoS is fair	5	16	20	29	30	21%	-29 ♦
LQA3 RoS provides good support for employees' health, wellbeing and resilience	16	53	20	7		70%	+2
LQA4 I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment	11	33	47	5		44%	-16 ♦

**Change Management**

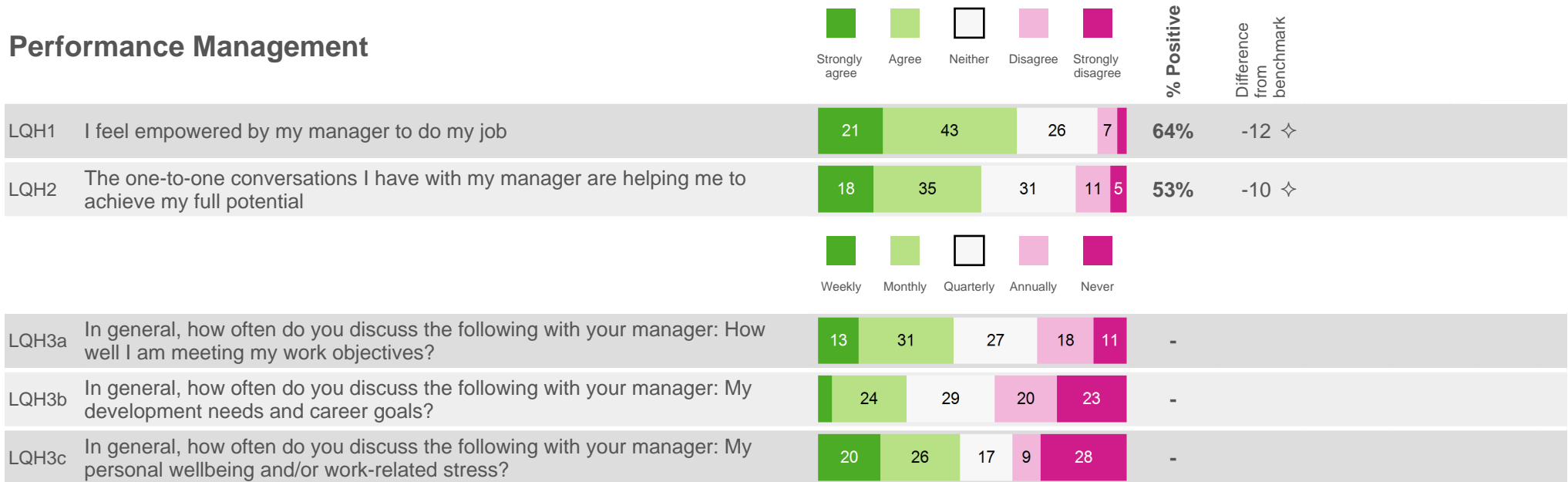
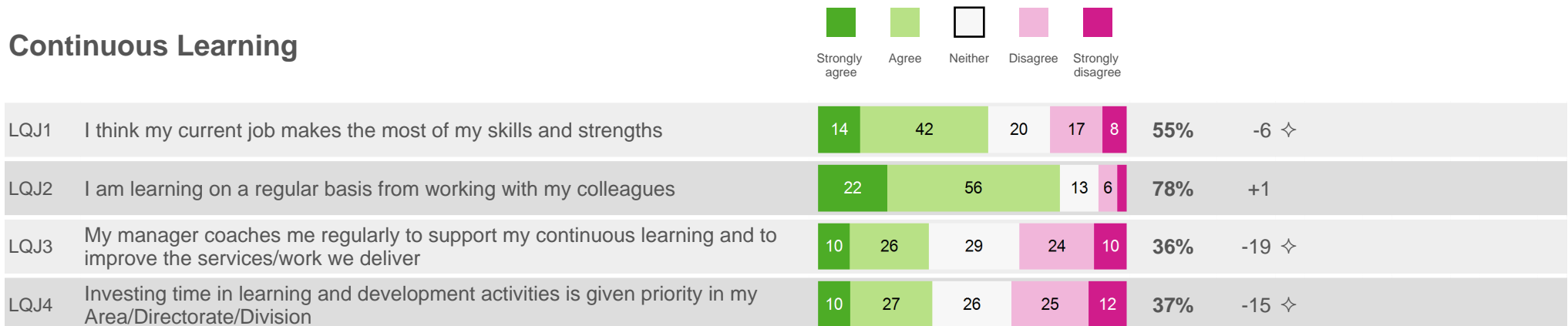
	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQC1 I get to find out the reasons behind key changes that happen in RoS	8	33	28	24	7	42%	-5 ♦
LQC2 I understand what support is available to me as I am affected by organisational change	8	36	33	19		44%	-8 ♦
LQC3 I feel that change is managed well in my Area/Directorate/Division	9	34	29	20	7	43%	0
LQC4 I feel positive about the future of RoS	13	38	31	13	6	50%	-4 ♦

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



**Additional questions selected by organisation**

♦ indicates statistically significant difference from comparison

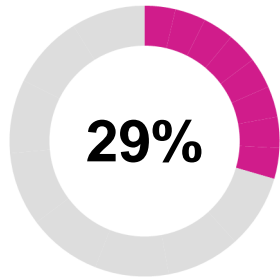
**Performance Management**

**Continuous Learning**


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

## 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	-1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	+3 ◇

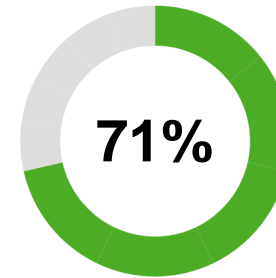
### Proxy Stress Index

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	71%
B08	My manager motivates me to be more effective in my job	62%
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	88%
B30	I have clear work objectives	69%
B33	I have an acceptable workload	73%
B45	I have the opportunity to contribute my views before decisions are made that affect me	33%
E03	Have you been bullied or harassed at work, in the past 12 months?**	85%



Difference from previous survey	0
Difference from CS2019	-2 ◇
Difference from CS High Performers	-4 ◇

### 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	86%
B03	My work gives me a sense of personal accomplishment	70%
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?	66%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	66%

## 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 <b>Theme score % positive</b> ), 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.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

### 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.

ENIGINE'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>)