# UK Statistics Authority and ONS

Returns : 3,418          Response rate : 79%          Civil Service People Survey 2017

📊 Strength of association with engagement          ✧ Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.

## Engagement Index

**62%**

| | | |
|---|---|---|
| Difference from previous survey | +2 | ✧ |
| Difference from CS2017 | 0 | ✧ |
| Difference from CS High Performers | -3 | ✧ |

## My work

**73%** 📊

| | | |
|---|---|---|
| Difference from previous survey | -2 | ✧ |
| Difference from CS2017 | -3 | ✧ |
| Difference from CS High Performers | -6 | ✧ |

## Organisational objectives and purpose

**80%** 📊

| | | |
|---|---|---|
| Difference from previous survey | -1 | ✧ |
| Difference from CS2017 | -2 | ✧ |
| Difference from CS High Performers | -7 | ✧ |

## My manager

**68%** 📊

| | | |
|---|---|---|
| Difference from previous survey | +1 | ✧ |
| Difference from CS2017 | -1 | ✧ |
| Difference from CS High Performers | -4 | ✧ |

## My team

**79%** 📊

| | | |
|---|---|---|
| Difference from previous survey | 0 | ✧ |
| Difference from CS2017 | -1 | ✧ |
| Difference from CS High Performers | -4 | ✧ |

## Learning and development

**53%** 📊

| | | |
|---|---|---|
| Difference from previous survey | +1 | |
| Difference from CS2017 | 0 | |
| Difference from CS High Performers | -4 | ✧ |

## Inclusion and fair treatment

**78%** 📊

| | | |
|---|---|---|
| Difference from previous survey | 0 | |
| Difference from CS2017 | +1 | ✧ |
| Difference from CS High Performers | -2 | ✧ |

## Resources and workload

**73%** 📊

| | | |
|---|---|---|
| Difference from previous survey | -1 | ✧ |
| Difference from CS2017 | +1 | ✧ |
| Difference from CS High Performers | -2 | ✧ |

## Pay and benefits

**29%** 📊

| | | |
|---|---|---|
| Difference from previous survey | -6 | ✧ |
| Difference from CS2017 | -1 | ✧ |
| Difference from CS High Performers | -7 | ✧ |

## Leadership and managing change

**43%** 📊

| | | |
|---|---|---|
| Difference from previous survey | +4 | ✧ |
| Difference from CS2017 | -3 | ✧ |
| Difference from CS High Performers | -8 | ✧ |

Returns : 3,418      Response rate : 79%      Civil Service People Survey 2017

📊 Strength of association with engagement      ✧ Statistically significant difference from comparison

The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

## Drivers of Engagement

| Drivers of Engagement | Strength of association with engagement | Theme score % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|
| Leadership and managing change | 📊 | 43% | +4 ✧ | -3 ✧ | -8 ✧ |
| My manager | 📊 | 68% | +1 | -1 ✧ | -4 ✧ |
| My work | 📊 | 73% | -2 ✧ | -3 ✧ | -6 ✧ |
| Learning and development | 📊 | 53% | +1 | 0 | -4 ✧ |
| Resources and workload | 📊 | 73% | -1 ✧ | +1 ✧ | -2 ✧ |
| Pay and benefits | 📊 | 29% | -6 ✧ | -1 ✧ | -7 ✧ |
| Organisational objectives and purpose | 📊 | 80% | -1 ✧ | -2 ✧ | -7 ✧ |
| My team | 📊 | 79% | 0 | -1 ✧ | -4 ✧ |
| Inclusion and fair treatment | 📊 | 78% | 0 | +1 ✧ | -2 ✧ |

## Wellbeing

🟩 % responding positively (Answering 7,8,9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)
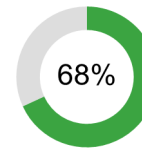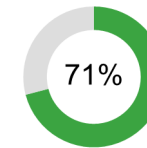
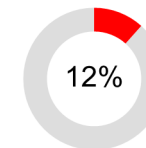| 68% | 71% | 62% | 52% |
|---|---|---|---|
| W01. Overall, how satisfied are you with your life nowadays? | W02. Overall, to what extent do you feel that the things you do in your life are worthwhile? | W03. Overall, how happy did you feel yesterday? | W04. Overall, how anxious did you feel yesterday? |
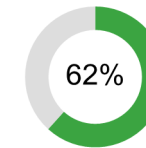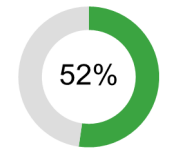
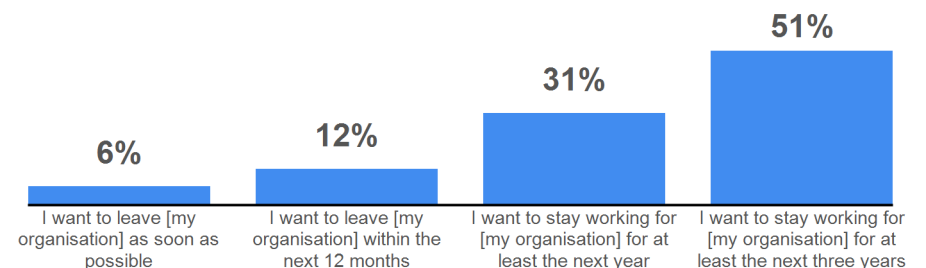## Discrimination, bullying and harassment

🟥 % responding Yes
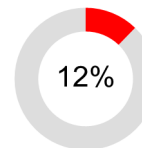
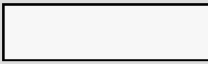| 12% | During the past 12 months have you personally experienced discrimination at work? | 12% | During the past 12 months have you personally experienced bullying or harassment at work? |
|---|---|---|---|

## Your plans for the future

| 6% | 12% | 31% | 51% |
|---|---|---|---|
| I want to leave [my organisation] as soon as possible | I want to leave [my organisation] within the next 12 months | I want to stay working for [my organisation] for at least the next year | I want to stay working for [my organisation] for at least the next three years |
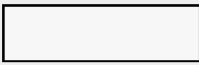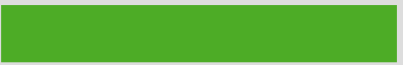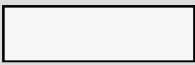
Returns : 3,418          Response rate : 79%          Civil Service People Survey 2017

## Headline scores

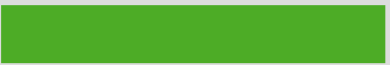| Highest positive scoring questions | % Positive | Highest neutral scoring questions | % Neutral | Highest negative scoring questions | % Negative |
|---|---|---|---|---|---|
| B01  I am interested in my work | 88% | B59  [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement | 46% | B37  Compared to people doing a similar job in other organisations I feel my pay is reasonable | 53% |
| B54  I am trusted to carry out my job effectively | 87% | B53  Where I work, I think effective action has been taken on the results of the last survey | 43% | B35  I feel that my pay adequately reflects my performance | 51% |
| B26  I am treated with respect by the people I work with | 86% | B39  I believe the actions of [senior managers] are consistent with [my organisation's] values | 42% | B36  I am satisfied with the total benefits package | 40% |
| B31  I have the skills I need to do my job effectively | 86% | B17  Poor performance is dealt with effectively in my team | 42% | B42  I feel that change is managed well in [my organisation] | 39% |
| B18  The people in my team can be relied upon to help when things get difficult in my job | 84% | B43  When changes are made in [my organisation] they are usually for the better | 38% | B45  I have the opportunity to contribute my views before decisions are made that affect me | 34% |

Returns : 3,418　　　Response rate : 79%　　　Civil Service People Survey 2017

## All questions by theme

### My work — 73% −2 ◇ Difference from previous survey
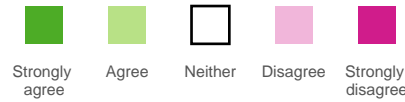
| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|
| B01　I am interested in my work | 39 | 49 | 8 | | | 88% | −2 ◇ | −2 ◇ | −4 ◇ |
| B02　I am sufficiently challenged by my work | 32 | 44 | 12 | 8 | | 76% | −2 ◇ | −4 ◇ | −7 ◇ |
| B03　My work gives me a sense of personal accomplishment | 26 | 49 | 14 | 8 | | 75% | −1 | −2 ◇ | −4 ◇ |
| B04　I feel involved in the decisions that affect my work | 15 | 38 | 21 | 17 | 9 | 52% | −1 | −6 ◇ | −12 ◇ |
| B05　I have a choice in deciding how I do my work | 27 | 46 | 13 | 9 | 6 | 73% | −2 ◇ | −3 ◇ | −7 ◇ |

### Organisational objectives and purpose* — 80% −1 ◇ Difference from previous survey

*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|
| B06　I have a clear understanding of [my organisation's] objectives | 19 | 60 | 15 | 5 | | 79% | −1 | −2 ◇ | −8 ◇ |
| B07　I understand how my work contributes to [my organisation's] objectives | 24 | 58 | 12 | 5 | | 82% | −2 ◇ | −1 ◇ | −6 ◇ |

Returns : 3,418        Response rate : 79%        Civil Service People Survey 2017

## All questions by theme

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

| My manager | 68% +1 | Difference from previous survey | Strength of association with engagement | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| B08 My manager motivates me to be more effective in my job | | | | 26 | 44 | 17 | 8 | 5 | 70% | 0 | 0 | -5 ✧ |
| B09 My manager is considerate of my life outside work | | | | 44 | 38 | 10 | | | 83% | +1 ✧ | -2 ✧ | -5 ✧ |
| B10 My manager is open to my ideas | | | | 38 | 41 | 13 | | | 79% | +1 ✧ | -3 ✧ | -5 ✧ |
| B11 My manager helps me to understand how I contribute to [my organisation's] objectives | | | | 21 | 42 | 24 | 9 | | 63% | 0 | -3 ✧ | -8 ✧ |
| B12 Overall, I have confidence in the decisions made by my manager | | | | 33 | 41 | 15 | 6 | 5 | 74% | +1 | 0 | -5 ✧ |
| B13 My manager recognises when I have done my job well | | | | 36 | 43 | 12 | 5 | | 79% | +1 ✧ | 0 | -3 ✧ |
| B14 I receive regular feedback on my performance | | | | 24 | 44 | 17 | 11 | | 68% | 0 | 0 | -5 ✧ |
| B15 The feedback I receive helps me to improve my performance | | | | 22 | 40 | 23 | 9 | 5 | 63% | 0 | -1 | -5 ✧ |
| B16 I think that my performance is evaluated fairly | | | | 23 | 43 | 20 | 9 | 5 | 66% | 0 | +1 | -4 ✧ |
| B17 Poor performance is dealt with effectively in my team | | | | 11 | 29 | 42 | 12 | 7 | 40% | +1 | 0 | -4 ✧ |

# UK Statistics Authority and ONS

## All questions by theme

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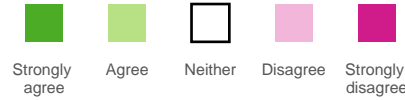^ indicates a variation in question wording from your previous survey

### My team — 79% — 0

Difference from previous survey | Strength of association with engagement
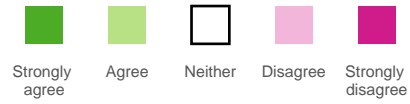
Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B18 | The people in my team can be relied upon to help when things get difficult in my job | 38 | 46 | 10 | | | 84% | -1 | -1 ✧ | -4 ✧ |
| B19 | The people in my team work together to find ways to improve the service we provide | 34 | 46 | 13 | 5 | | 80% | +1 | -2 ✧ | -4 ✧ |
| B20 | The people in my team are encouraged to come up with new and better ways of doing things | 31 | 43 | 16 | 7 | | 74% | 0 | -1 ✧ | -5 ✧ |

### Learning and development — 53% — +1

Difference from previous survey | Strength of association with engagement

Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B21 | I am able to access the right learning and development opportunities when I need to | 15 | 48 | 22 | 11 | | 63% | -2 ✧ | 0 | -6 ✧ |
| B22 | Learning and development activities I have completed in the past 12 months have helped to improve my performance | 14 | 37 | 32 | 12 | | 51% | +2 ✧ | -1 ✧ | -7 ✧ |
| B23 | There are opportunities for me to develop my career in [my organisation] | 14 | 39 | 24 | 14 | 10 | 52% | +2 ✧ | +6 ✧ | -3 ✧ |
| B24 | Learning and development activities I have completed while working for [my organisation] are helping me to develop my career | 12 | 33 | 32 | 14 | 8 | 46% | +2 ✧ | -1 ✧ | -6 ✧ |

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## All questions by theme

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

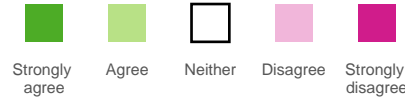### Inclusion and fair treatment — 78% — 0

Difference from previous survey / Strength of association with engagement

| | Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B25 | I am treated fairly at work | 31 | 50 | 11 | 5 | | 81% | 0 | +1 ✧ | -2 ✧ |
| B26 | I am treated with respect by the people I work with | 36 | 51 | 8 | | | 86% | 0 | +2 ✧ | -1 ✧ |
| B27 | I feel valued for the work I do | 23 | 43 | 18 | 11 | 6 | 66% | 0 | 0 | -6 ✧ |
| B28 | I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc) | 32 | 47 | 14 | | | 79% | 0 | +4 ✧ | 0 |

### Resources and workload* — 73% — -1 ✧

Difference from previous survey / Strength of association with engagement
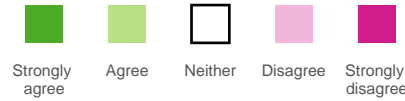
*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

| | Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B29 | I get the information I need to do my job well | 14 | 56 | 17 | 10 | | 70% | -2 ✧ | +1 ✧ | -4 ✧ |
| B30 | I have clear work objectives | 18 | 57 | 14 | 8 | | 75% | -2 ✧ | 0 | -5 ✧ |
| B31 | I have the skills I need to do my job effectively | 27 | 59 | 10 | | | 86% | -2 ✧ | -2 ✧ | -5 ✧ |
| B32 | I have the tools I need to do my job effectively | 16 | 55 | 15 | 10 | | 71% | +1 | +1 ✧ | -6 ✧ |
| B33 | I have an acceptable workload | 12 | 55 | 15 | 13 | 5 | 67% | 0 | +6 ✧ | 0 |
| B34 | I achieve a good balance between my work life and my private life | 21 | 50 | 14 | 10 | | 71% | -2 ✧ | +3 ✧ | -2 ✧ |

Returns : 3,418    Response rate : 79%    Civil Service People Survey 2017

## All questions by theme

### Pay and benefits    29%  -6 ◇ Difference from previous survey

Strength of association with engagement

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B35 | I feel that my pay adequately reflects my performance | | 25 | 19 | 28 | 23 | 29% | -6 ◇ | -1 ◇ | -8 ◇ |
| B36 | I am satisfied with the total benefits package | 6 | 28 | 26 | 23 | 17 | 34% | -5 ◇ | 0 | -7 ◇ |
| B37 | Compared to people doing a similar job in other organisations I feel my pay is reasonable | 5 | 20 | 23 | 28 | 25 | 25% | -5 ◇ | -1 ◇ | -8 ◇ |

### Leadership and managing change*    43%  +4 ◇ Difference from previous survey

Strength of association with engagement

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

*This theme score is based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for the theme trend comparison

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B38 | [Senior managers] in [my organisation] are sufficiently visible | 8 | 41 | 28 | 16 | 7 | 49% | +8 ◇ | -11 ◇ | -19 ◇ |
| B39 | I believe the actions of [senior managers] are consistent with [my organisation's] values | 6 | 36 | 42 | 10 | 5 | 42% | +6 ◇ | -12 ◇ | -18 ◇ |
| B40 | I believe that [the Executive Team has] a clear vision for the future of [my organisation] | 7 | 39 | 36 | 11 | 6 | 47% | +3 ◇ | -2 ◇ | -8 ◇ |
| B41 | Overall, I have confidence in the decisions made by [my organisation's senior managers] | 6 | 34 | 38 | 14 | 8 | 40% | +5 ◇ | -9 ◇ | -14 ◇ |
| B42 | I feel that change is managed well in [my organisation] | | 28 | 30 | 28 | 11 | 31% | +4 ◇ | -2 ◇ | -9 ◇ |
| B43 | When changes are made in [my organisation] they are usually for the better | | 31 | 38 | 20 | 7 | 35% | +6 ◇ | +2 ◇ | -5 ◇ |
| B44 | [My organisation] keeps me informed about matters that affect me | 7 | 53 | 25 | 10 | | 61% | +1 | +3 ◇ | -4 ◇ |
| B45 | I have the opportunity to contribute my views before decisions are made that affect me | 5 | 32 | 29 | 24 | 10 | 37% | +2 ◇ | -2 ◇ | -11 ◇ |
| B46 | I think it is safe to challenge the way things are done in [my organisation] | 7 | 40 | 29 | 16 | 8 | 47% | +3 ◇ | +1 ◇ | -6 ◇ |

## All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey
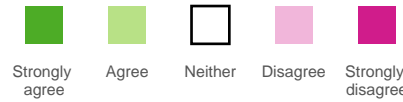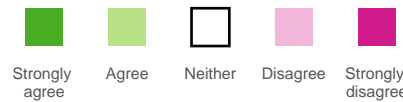
### Engagement

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B47 | I am proud when I tell others I am part of [my organisation] | 19 | 45 | 28 | 6 | | 64% | +4 ✧ | +2 ✧ | -5 ✧ |
| B48 | I would recommend [my organisation] as a great place to work | 18 | 43 | 26 | 8 | | 62% | +5 ✧ | +7 ✧ | -1 ✧ |
| B49 | I feel a strong personal attachment to [my organisation] | 12 | 33 | 34 | 15 | 5 | 45% | 0 | -4 ✧ | -11 ✧ |
| B50 | [My organisation] inspires me to do the best in my job | 11 | 37 | 34 | 13 | 5 | 48% | +4 ✧ | 0 | -7 ✧ |
| B51 | [My organisation] motivates me to help it achieve its objectives | 10 | 35 | 35 | 14 | 6 | 45% | +3 ✧ | -1 ✧ | -9 ✧ |

### Taking action

| | | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|---|
| B52 | I believe that [senior managers] in [my organisation] will take action on the results from this survey | 8 | 36 | 31 | 16 | 10 | 43% | +7 ✧ | -7 ✧ | -15 ✧ |
| B53 | Where I work, I think effective action has been taken on the results of the last survey | 8 | 28 | 43 | 12 | 9 | 36% | +2 ✧ | -1 | -9 ✧ |

Returns : 3,418        Response rate : 79%        Civil Service People Survey 2017

## All questions by theme

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

### Organisational culture

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Responses | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|
| B54 | I am trusted to carry out my job effectively | 33 / 55 / 7 | 87% | -1 | -1 ✧ | -3 ✧ |
| B55 | I believe I would be supported if I try a new idea, even if it may not work | 21 / 47 / 19 / 9 | 69% | 0 | -2 ✧ | -7 ✧ |
| B56 | In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk | 17 / 49 / 20 / 9 / 5 | 66% | New | -1 | -6 ✧ |
| B57 | I feel able to challenge inappropriate behaviour in the workplace | 16 / 50 / 20 / 10 | 65% | New | +2 ✧ | -3 ✧ |
| B58 | [My organisation] is committed to creating a diverse and inclusive workplace | 26 / 54 / 15 | 80% | New | +6 ✧ | +3 ✧ |

### Leadership statement

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Responses | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|
| B59 | [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement | 7 / 33 / 46 / 9 / 5 | 39% | +6 ✧ | -7 ✧ | -15 ✧ |
| B60 | My manager actively role models the behaviours set out in the Civil Service Leadership Statement | 19 / 43 / 27 / 6 | 62% | +4 ✧ | -4 ✧ | -10 ✧ |

### Civil Service vision

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

| | | Responses | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|
| B61 | I am aware of the Civil Service vision for 'A Brilliant Civil Service' | 6 / 39 / 23 / 25 / 7 | 45% | New | +2 ✧ | -10 ✧ |
| B62 | I understand how my work contributes to helping us become 'A Brilliant Civil Service' | 5 / 33 / 32 / 24 / 7 | 38% | New | +1 | -7 ✧ |

Returns : 3,418          Response rate : 79%          Civil Service People Survey 2017

## All questions by theme

### Wellbeing

| | 0-4 | 5-6 | 7-8 | 9-10 |
|---|---|---|---|---|

*Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, 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.*

| | | Responses | | | | % Positive | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|---|---|---|---|
| W01 | Overall, how satisfied are you with your life nowadays? | 11 | 20 | 53 | 15 | **68%** | -3 ✧ | +2 ✧ | 0 |
| W02 | Overall, to what extent do you feel that the things you do in your life are worthwhile? | 10 | 19 | 49 | 22 | **71%** | -3 ✧ | 0 | -2 ✧ |
| W03 | Overall, how happy did you feel yesterday? | 15 | 23 | 42 | 19 | **62%** | -4 ✧ | -2 ✧ | -3 ✧ |

| | 0-1 | 2-3 | 4-5 | 6-10 |
|---|---|---|---|---|

*For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.*
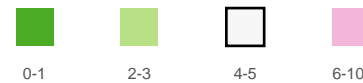
| | | | | | | % Positive | | | |
|---|---|---|---|---|---|---|---|---|---|
| W04 | Overall, how anxious did you feel yesterday? | 23 | 29 | 18 | 30 | **52%** | -4 ✧ | +4 ✧ | +1 |

Returns : 3,418          Response rate : 79%          Civil Service People Survey 2017

## 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 [your organisation]?

| | | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|
| I want to leave [my organisation] as soon as possible | 6% | -1 | -2 ✧ | -5 ✧ |
| I want to leave [my organisation] within the next 12 months | 12% | +1 | -2 ✧ | -6 ✧ |
| I want to stay working for [my organisation] for at least the next year | 31% | +1 | -3 ✧ | -8 ✧ |
| I want to stay working for [my organisation] for at least the next three years | 51% | -2 | +7 ✧ | -1 ✧ |

### The Civil Service Code

Differences are based on '% Yes' score

█ % Yes   █ % No

| | % Yes | % Yes | Difference from previous survey | Difference from CS2017 | Difference from CS High Performers |
|---|---|---|---|---|---|
| D01. Are you aware of the Civil Service Code? | 86 / 14 | 86% | +2 ✧ | -6 ✧ | -9 ✧ |
| D02. Are you aware of how to raise a concern under the Civil Service Code? | 55 / 45 | 55% | +2 ✧ | -13 ✧ | -19 ✧ |
| D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly? | 67 / 33 | 67% | +3 ✧ | -4 ✧ | -9 ✧ |

## All questions by theme

### Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?
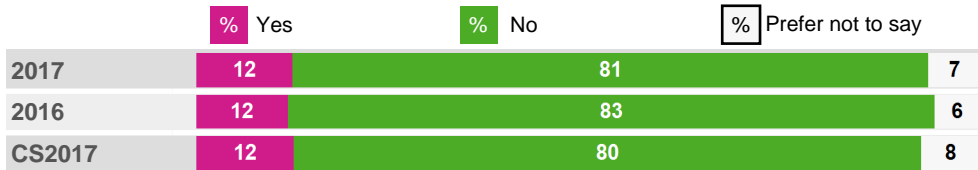
| | % Yes | % No | % Prefer not to say |
|---|---|---|---|
| 2017 | 12 | 81 | 7 |
| 2016 | 12 | 83 | 6 |
| CS2017 | 12 | 80 | 8 |

E03. During the past 12 months have you personally experienced bullying or harassment at work?

| | % Yes | % No | % Prefer not to say |
|---|---|---|---|
| 2017 | 12 | 83 | 5 |
| 2016 | 11 | 84 | 5 |
| CS2017 | 11 | 82 | 7 |

For respondents who selected 'Yes' to question E03.
E05. Did you report the bullying and harassment you experienced?

| | % Yes | % No | % Prefer not to say |
|---|---|---|---|
| 2017 | 44 | 41 | 16 |
| 2016 | 36 | 46 | 19 |
| CS2017 | 37 | 49 | 15 |
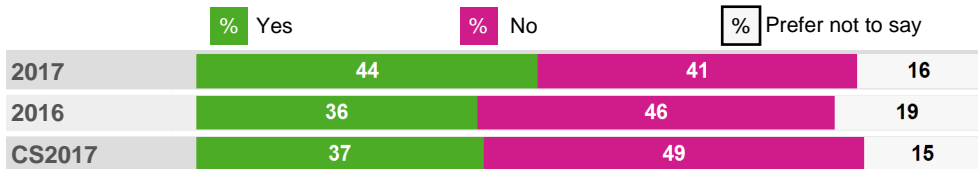
For respondents who selected 'Yes' to question E03.
E06. In your opinion, has this issue been resolved?

| | Yes | No | Prefer not to say |
|---|---|---|---|
| 2017 | 18 | 63 | 19 |
| 2016 | 24 | 54 | 23 |
| CS2017 | 19 | 62 | 19 |

For respondents who selected 'Yes' to question E01.
E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

| | Response Count |
|---|---|
| Age | 79 |
| Caring responsibilities | 34 |
| Disability | 48 |
| Ethnic background | 27 |
| Gender | 64 |
| Gender reassignment or perceived gender | -- |
| Grade, pay band or responsibility level | 133 |
| Main spoken/written language or language ability | 13 |
| Religion or belief | 11 |
| Sexual orientation | 15 |
| Social or educational background | 32 |
| Working location | 53 |
| Working pattern | 104 |
| Any other grounds | 107 |
| Prefer not to say | 28 |

For respondents who selected 'Yes' to question E03.
E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

| | |
|---|---|
| A colleague | 114 |
| Your manager | 123 |
| Another manager in my part of [the organisation] | 97 |
| Someone you manage | 25 |
| Someone who works for another part of [your organisation] | 47 |
| A member of the public | 15 |
| Someone else | 17 |
| Prefer not to say | 48 |

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

# 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**). |
| Previous survey | Comparisons to the previous survey relate to the results from the 2016 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. |
| CS2017 | The CS2017 benchmark is the median percent positive across all organisations that participated in the 2017 Civil Service People Survey. |
| CS High Performers | For each question, this is the upper quartile score across all organisations that have taken part in the 2017 Civil Service People Survey. |

## Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

## Statistical significance: ✧

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2017 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

## 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.

## The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

**strength of association
with engagement**

the analysis has not identified a significant association with engagement

## Changes to theme scores in 2017

Small changes have been made to some of the headline themes in 2017. Three theme scores (Organisational objectives and purpose; Resources and workload; Leadership and managing change) are based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for theme trend comparisons.

## Confidentiality

The survey was carried out as part of the 2017 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International 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.