UK Statistics Authority (Corporate Report)

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

✧ 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	+1 ✧
Difference from CS2018	0
Difference from CS High Performers	-4 ✧

My work

73%

Difference from previous survey	0
Difference from CS2018	-4 ✧
Difference from CS High Performers	-7 ✧

Organisational objectives and purpose

80%

Difference from previous survey	0
Difference from CS2018	-2 ✧
Difference from CS High Performers	-7 ✧

My manager

69%

Difference from previous survey	+1 ✧
Difference from CS2018	-1 ✧
Difference from CS High Performers	-4 ✧

My team

81%

Difference from previous survey	+1 ✧
Difference from CS2018	0
Difference from CS High Performers	-4 ✧

Learning and development

55%

Difference from previous survey	+2 ✧
Difference from CS2018	+1 ✧
Difference from CS High Performers	-4 ✧

Inclusion and fair treatment

79%

Difference from previous survey	+1 ✧
Difference from CS2018	+2 ✧
Difference from CS High Performers	-2 ✧

Resources and workload

73%

Difference from previous survey	-1 ✧
Difference from CS2018	0
Difference from CS High Performers	-3 ✧

Pay and benefits

30%

Difference from previous survey	+1 ✧
Difference from CS2018	-1 ✧
Difference from CS High Performers	-7 ✧

Leadership and managing change

44%

|	
Difference from previous survey	+1
Difference from CS2018	-3 ✧
Difference from CS High Performers	-11 ✧

Civil Service People Survey 2009 to 2018: Employee engagement and theme scores over time

The Civil Service People Survey has run in October each year since 2009, meaning that 2018 marks our 10 year anniversary. The table and charts below tell you how your average Employee Engagement Index and theme scores have changed over time, for each year your organisation has participated in the survey.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Engagement Index	55%	57%	56%	57%	58%	60%	54%	60%	62%	62%
My work	69%	71%	69%	70%	72%	74%	71%	74%	73%	73%
Organisational objectives and purpose	78%	80%	79%	79%	79%	81%	69%	82%	80%	80%
My manager	65%	66%	65%	64%	65%	68%	66%	68%	68%	69%
My team	74%	77%	76%	76%	78%	80%	79%	80%	79%	81%
Learning and development	50%	47%	44%	46%	50%	52%	49%	52%	53%	55%
Inclusion and fair treatment	77%	80%	78%	77%	78%	79%	75%	78%	78%	79%
Resources and workload	74%	77%	76%	75%	75%	76%	74%	75%	73%	73%
Pay and benefits	31%	34%	30%	31%	30%	25%	17%	35%	29%	30%
Leadership and managing change	30%	35%	33%	33%	35%	37%	30%	39%	43%	44%
Response rate	*72%*	*70%*	*67%*	*72%*	*56%*	*62%*	*69%*	*71%*	*79%*	*82%*
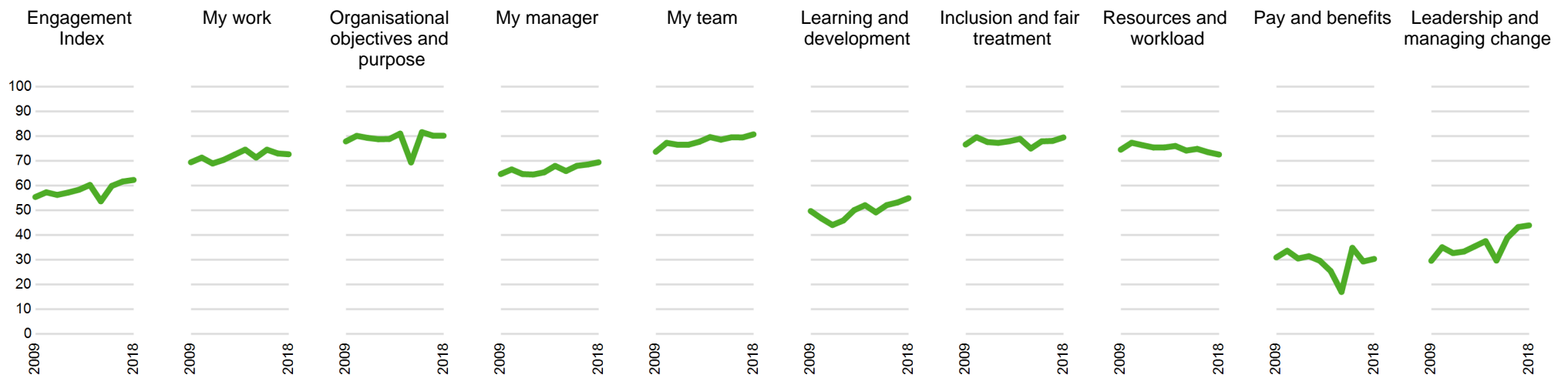
UK Statistics Authority (Corporate Report)

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

✧ Statistically significant difference from comparison

Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

Drivers of Engagement

Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	B03	My work gives me a sense of personal accomplishment	74%	-1 ✧	-4 ✧	-6 ✧
2	B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	42%	+5 ✧	0	-8 ✧
3	B36	I am satisfied with the total benefits package	38%	+5 ✧	+3 ✧	-5 ✧
4	B52	I believe that [senior managers] in [my organisation] will take action on the results from this survey	47%	+4 ✧	-2 ✧	-12 ✧
5	B60	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	67%	+5 ✧	-1 ✧	-6 ✧

Discrimination, bullying and harassment

■ *% responding Yes*   ■ *% responding No*   □ *% responding Prefer not to say*
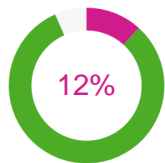
12% During the past 12 months have you personally experienced discrimination at work?
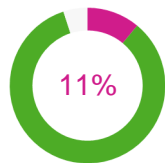
11% During the past 12 months have you personally experienced bullying or harassment at work?
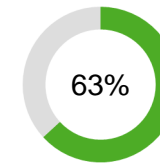
Wellbeing

■ *% responding positively (Answering 7,8,9 or 10 for W01 – W03)*
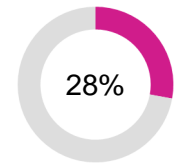
■ *% responding negatively (Answering 6,7,8,9 or 10 for W04)*
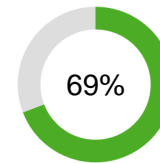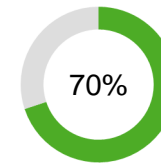
69% W01. Overall, how satisfied are you with your life nowadays?

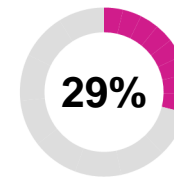**70%** W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
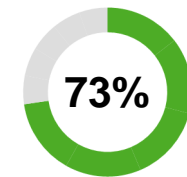
63% W03. Overall, how happy did you feel yesterday?

28% W04. Overall, how anxious did you feel yesterday?
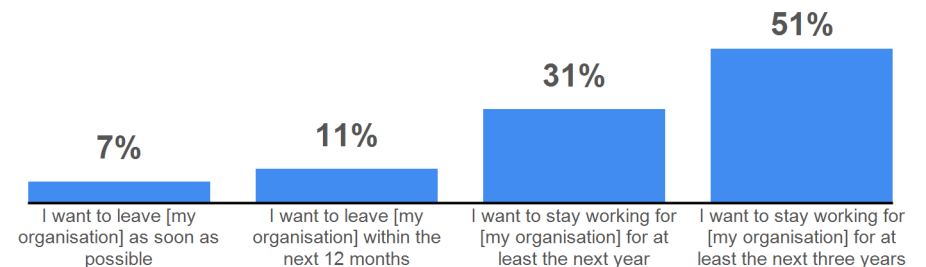
Proxy Stress Index

29%

PERMA Index

73%

For further information about these indices, please refer to page 15.

Your plans for the future
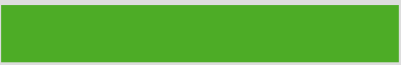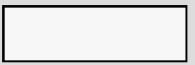
7%	11%	31%	51%
I want to leave [my organisation] as soon as possible	I want to leave [my organisation] within the next 12 months	I want to stay working for [my organisation] for at least the next year	I want to stay working for [my organisation] for at least the next three years

UK Statistics Authority (Corporate Report)

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

Headline scores

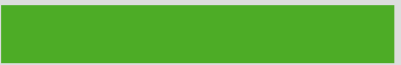| Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	88%	B59 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	43%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	54%
B54 I am trusted to carry out my job effectively	87%	B17 Poor performance is dealt with effectively in my team	42%	B35 I feel that my pay adequately reflects my performance	52%
B26 I am treated with respect by the people I work with	87%	B53 Where I work, I think effective action has been taken on the results of the last survey	40%	B42 I feel that change is managed well in [my organisation]	44%
B09 My manager is considerate of my life outside work	86%	B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	40%	B36 I am satisfied with the total benefits package	37%
B31 I have the skills I need to do my job effectively	86%	B43 When changes are made in [my organisation] they are usually for the better	37%	B45 I have the opportunity to contribute my views before decisions are made that affect me	33%

All questions by theme

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

My work   **73%**   0   Difference from previous survey
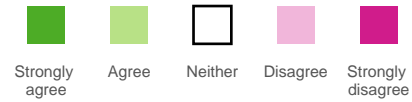
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B01	I am interested in my work	38	50	7			**88%**	0	-2 ✧	-4 ✧
B02	I am sufficiently challenged by my work	31	45	12	8		**76%**	0	-5 ✧	-7 ✧
B03	My work gives me a sense of personal accomplishment	26	47	15	8		**74%**	-1 ✧	-4 ✧	-6 ✧
B04	I feel involved in the decisions that affect my work	15	36	20	18	10	**52%**	-1	-7 ✧	-12 ✧
B05	I have a choice in deciding how I do my work	28	46	13	9	5	**74%**	+1 ✧	-4 ✧	-7 ✧

Organisational objectives and purpose   **80%**   0   Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B06	I have a clear understanding of [my organisation's] objectives	21	58	13	6		**79%**	0	-3 ✧	-8 ✧
B07	I understand how my work contributes to [my organisation's] objectives	25	57	12	5		**82%**	0	-2 ✧	-6 ✧

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

All questions by theme

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

My manager   **69**%   **+1**   Difference from previous survey
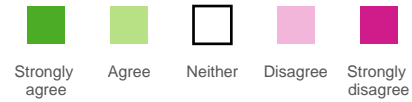
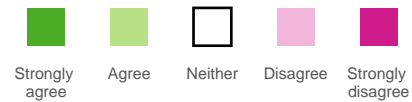Legend: ■ Strongly agree | ■ Agree | □ Neither | ■ Disagree | ■ Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	27	44	16	8	5	71%	+2 ✧	0	-4 ✧
B09	My manager is considerate of my life outside work	50	36	8			86%	+3 ✧	0	-3 ✧
B10	My manager is open to my ideas	41	40	12			82%	+2 ✧	-1 ✧	-5 ✧
B11	My manager helps me to understand how I contribute to [my organisation's] objectives	23	42	24	8		64%	+1 ✧	-3 ✧	-8 ✧
B12	Overall, I have confidence in the decisions made by my manager	34	42	13	6		76%	+2 ✧	0	-4 ✧
B13	My manager recognises when I have done my job well	37	42	12	5		79%	0	0	-4 ✧
B14	I receive regular feedback on my performance	25	42	17	12		67%	-1	-1 ✧	-6 ✧
B15	The feedback I receive helps me to improve my performance	22	39	25	10		62%	-1 ✧	-3 ✧	-7 ✧
B16	I think that my performance is evaluated fairly	24	43	23	7		67%	+1	0	-5 ✧
B17	Poor performance is dealt with effectively in my team	11	28	42	12	7	39%	0	-1	-4 ✧

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

All questions by theme

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

My team — 81% — +1 ✧ Difference from previous survey
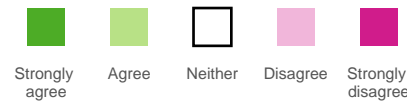
Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	45	10			85%	+2 ✧	0	-2 ✧
B19	The people in my team work together to find ways to improve the service we provide	36	44	14	5		80%	0	-2 ✧	-5 ✧
B20	The people in my team are encouraged to come up with new and better ways of doing things	33	44	15	6		77%	+2 ✧	0	-4 ✧

Learning and development — 55% — +2 ✧ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	17	49	19	11		66%	+2 ✧	+2 ✧	-3 ✧
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	15	36	32	13	5	51%	0	-2 ✧	-8 ✧
B23	There are opportunities for me to develop my career in [my organisation]	16	38	24	13	9	54%	+2 ✧	+6 ✧	-2 ✧
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	13	35	31	14	7	48%	+3 ✧	+1 ✧	-5 ✧

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

All questions by theme

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

Inclusion and fair treatment

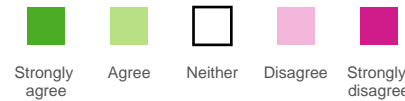**79%**   +1 ◇ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree

			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B25 I am treated fairly at work	32 / 51 / 10 / 5		83%	+2 ◇	+2 ◇	-1 ◇
B26 I am treated with respect by the people I work with	36 / 51 / 8		87%	0	+1 ◇	-1 ◇
B27 I feel valued for the work I do	24 / 43 / 17 / 10 / 5		67%	+1 ◇	-1 ◇	-6 ◇
B28 I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	36 / 46 / 12		82%	+3 ◇	+5 ◇	+2 ◇

Resources and workload

73%   -1 ◇ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree

			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B29 I get the information I need to do my job well	13 / 53 / 18 / 13		66%	-4 ◇	-4 ◇	-9 ◇
B30 I have clear work objectives	17 / 54 / 16 / 10		71%	-4 ◇	-5 ◇	-9 ◇
B31 I have the skills I need to do my job effectively	28 / 58 / 9		86%	0	-3 ◇	-6 ◇
B32 I have the tools I need to do my job effectively	18 / 52 / 14 / 12		70%	-1 ◇	-1 ◇	-7 ◇
B33 I have an acceptable workload	14 / 54 / 15 / 13 / 5		68%	+1 ◇	+7 ◇	+2 ◇
B34 I achieve a good balance between my work life and my private life	25 / 49 / 12 / 9		74%	+3 ◇	+5 ◇	0

All questions by theme

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

Pay and benefits — 30% +1 ✧ Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B35	I feel that my pay adequately reflects my performance		24	20	29	23	28%	-1 ✧	-3 ✧	-9 ✧
B36	I am satisfied with the total benefits package	6	33	25	22	15	38%	+5 ✧	+3 ✧	-5 ✧
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable		20	22	28	26	24%	0	-3 ✧	-9 ✧

Leadership and managing change — 44% +1 Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B38	[Senior managers] in [my organisation] are sufficiently visible	9	42	25	17	7	51%	+1 ✧	-11 ✧	-20 ✧
B39	I believe the actions of [senior managers] are consistent with [my organisation's] values	7	38	40	9	5	45%	+3 ✧	-8 ✧	-17 ✧
B40	I believe that [the Executive Team has] a clear vision for the future of [my organisation]	8	39	35	12	6	47%	+1	-1	-9 ✧
B41	Overall, I have confidence in the decisions made by [my organisation's senior managers]	7	35	36	15	8	41%	+1 ✧	-7 ✧	-17 ✧
B42	I feel that change is managed well in [my organisation]		26	28	30	14	29%	-2 ✧	-4 ✧	-13 ✧
B43	When changes are made in [my organisation] they are usually for the better		32	37	19	8	36%	+1	+1 ✧	-6 ✧
B44	[My organisation] keeps me informed about matters that affect me	7	53	25	11		60%	-1	+1 ✧	-6 ✧
B45	I have the opportunity to contribute my views before decisions are made that affect me	5	32	30	23	10	37%	+1	-3 ✧	-11 ✧
B46	I think it is safe to challenge the way things are done in [my organisation]	8	41	28	15	8	49%	+2 ✧	+2 ✧	-5 ✧

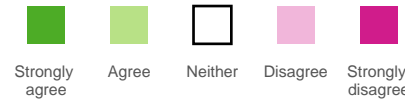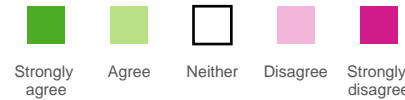Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

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 CS2018	Difference from CS High Performers
B47	I am proud when I tell others I am part of [my organisation]	19	47	27	5		66%	+2 ✧	+1	-4 ✧
B48	I would recommend [my organisation] as a great place to work	19	45	25	8		64%	+2 ✧	+6 ✧	-1 ✧
B49	I feel a strong personal attachment to [my organisation]	12	35	33	15	5	47%	+2 ✧	-5 ✧	-10 ✧
B50	[My organisation] inspires me to do the best in my job	11	38	34	13	5	49%	+1 ✧	-1 ✧	-8 ✧
B51	[My organisation] motivates me to help it achieve its objectives	10	36	36	14	5	45%	+1	-2 ✧	-9 ✧

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B52	I believe that [senior managers] in [my organisation] will take action on the results from this survey	10	37	28	16	9	47%	+4 ✧	-2 ✧	-12 ✧
B53	Where I work, I think effective action has been taken on the results of the last survey	9	29	40	14	8	38%	+2 ✧	+2 ✧	-7 ✧

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

All questions by theme

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^ 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 CS2018	Difference from CS High Performers
B54	I am trusted to carry out my job effectively	34	54	6			87%	0	-2 ✧	-4 ✧
B55	I believe I would be supported if I try a new idea, even if it may not work	22	48	18	8		71%	+2 ✧	-1 ✧	-6 ✧
B56	In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	18	50	18	9	5	68%	+2 ✧	0	-5 ✧
B57	I feel able to challenge inappropriate behaviour in the workplace	17	49	20	10		66%	+1	+1	-3 ✧
B58	[My organisation] is committed to creating a diverse and inclusive workplace	29	53	13			81%	+1 ✧	+7 ✧	+3 ✧

Leadership statement

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B59	[Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	7	36	43	9	5	43%	+3 ✧	-6 ✧	-15 ✧
B60	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	21	45	24	5		67%	+5 ✧	-1 ✧	-6 ✧

Civil Service vision

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B61	I am aware of the Civil Service vision for 'A Brilliant Civil Service'	8	42	22	22	6	51%	+6 ✧	0	-15 ✧
B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	7	35	30	22	6	42%	+5 ✧	0	-8 ✧

All questions by theme

Wellbeing

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.

	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	11	20	54	15	**69%**	+1 ✧	+3 ✧	0
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	10	20	48	22	**70%**	-1 ✧	-1 ✧	-4 ✧
W03 Overall, how happy did you feel yesterday?	16	21	43	20	**63%**	+1 ✧	+1 ✧	-2 ✧

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	0-1	2-3	4-5	6-10	% Negative			
W04 Overall, how anxious did you feel yesterday?	25	29	18	28	**28%**	-2 ✧	-5 ✧	-2 ✧

UK Statistics Authority (Corporate Report)

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 CS2018	Difference from CS High Performers
I want to leave [my organisation] as soon as possible	7%	+1 ✧	0 ✧	-5 ✧
I want to leave [my organisation] within the next 12 months	11%	-1	-3 ✧	-8 ✧
I want to stay working for [my organisation] for at least the next year	31%	0	-3 ✧	-9 ✧
I want to stay working for [my organisation] for at least the next three years	51%	0	+7 ✧	-2 ✧

The Civil Service Code

Differences are based on '% Yes' score

% Yes   % No

	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	86%	+1	-6 ✧	-8 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	55%	0	-12 ✧	-18 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?	68%	+2 ✧	-2 ✧	-8 ✧

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

All questions by theme

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

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?
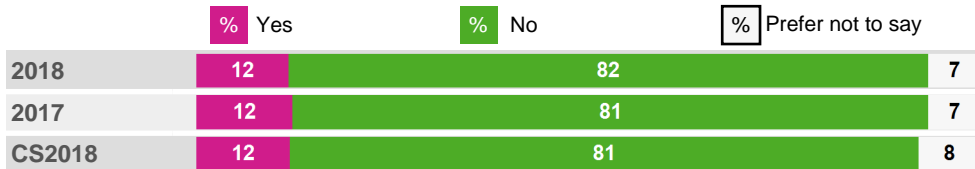
% Yes   % No   % Prefer not to say

	Yes	No	Prefer not to say
2018	12	82	7
2017	12	81	7
CS2018	12	81	8

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

	Yes	No	Prefer not to say
2018	11	84	5
2017	12	83	5
CS2018	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

	Yes	No	Prefer not to say
2018	47	40	14
2017	44	41	16
CS2018	40	46	14

For respondents who selected 'Yes' to question E03.
E06. In your opinion, has this issue been resolved?

	Yes	No	Prefer not to say
2018	20	61	19
2017	18	63	19
CS2018	20	61	18

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

	Response Count
Age	70
Caring responsibilities	43
Disability	46
Ethnic background	18
Gender	61
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	128
Main spoken/written language or language ability	13
Marital status	--
Pregnancy, maternity or paternity	--
Religion or belief	--
Sexual orientation	--
Social or educational background	33
Working location	55
Working pattern	101
Any other grounds	115
Prefer not to say	27

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	123
Your manager	126
Another manager in my part of [the organisation]	95
Someone you manage	28
Someone who works for another part of [your organisation]	49
A member of the public	13
Someone else	--
Prefer not to say	39

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

Returns : 3,589   Response rate : 82%   Civil Service People Survey 2018

Proxy Stress Index and PERMA Index

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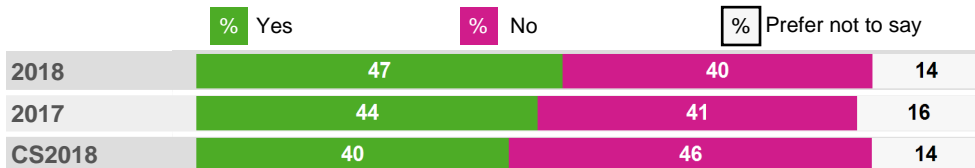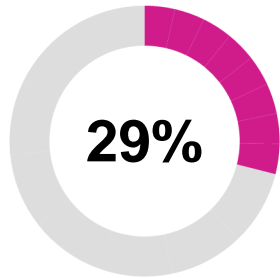^ indicates a variation in question wording from your previous survey

29%

Difference from previous survey	0 ✧
Difference from CS2018	0
Difference from CS High Performers	+2 ✧

73%

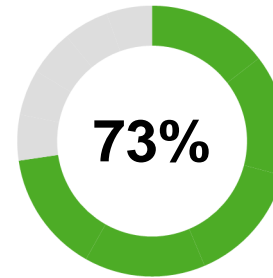|	
Difference from previous survey	0
Difference from CS2018	-1 ✧
Difference from CS High Performers	-2 ✧

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.

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
B05	I have a choice in deciding how I do my work	74%
B08	My manager motivates me to be more effective in my job	71%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
B26	I am treated with respect by the people I work with	87%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	68%
B45	I have the opportunity to contribute my views before decisions are made that affect me	37%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	84%

		% positive
B01	I am interested in my work	88%
B03	My work gives me a sense of personal accomplishment	74%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
W01	Overall, how satisfied are you with your life nowadays?	69%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	70%

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 2017 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.
CS2018	The CS2018 benchmark is the median percent positive across all organisations that participated in the 2018 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 2018 Civil Service People Survey. The 'CS High Performer' comparator for the Proxy Stress Index has been corrected (reissued 23/11/2018).

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.
*Note, there needs to be 30 responses at question level, 20 responses at theme level or 10 responses at index level for statistical testing to be carried out on the corresponding scores.

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. A statistical technique (a form of regression) is used to identify the extent to which each question in the survey has an association with engagement. Questions identified as having an association are called 'Drivers of engagement': page 3 of this report shows the questions that had the strongest association with engagement in this unit.

Confidentiality

The survey was carried out as part of the 2018 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.

ORC's Privacy Policy (www.orcinternational.co.uk/privacy) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.