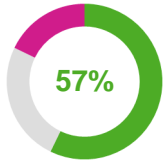
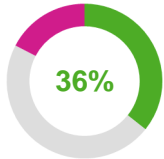


Taking action

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



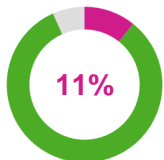
B52. I believe that Senior Managers in Transport Scotland will take action on the results from this survey



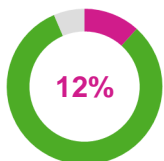
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



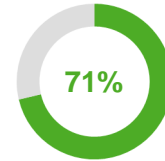
E01. Have you been discriminated against at work, in the past 12 months?



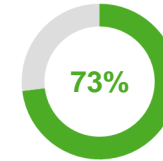
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

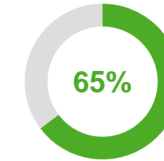
■ % responding positively to W01 - W03 ■ % responding negatively to W04



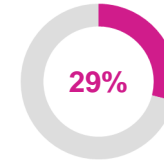
W01. Overall, how satisfied are you with your life nowadays?



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

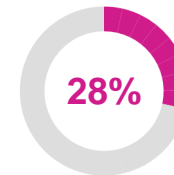


W03. Overall, how happy did you feel yesterday?

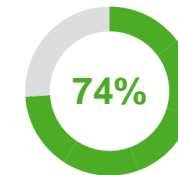


W04. Overall, how anxious did you feel yesterday?

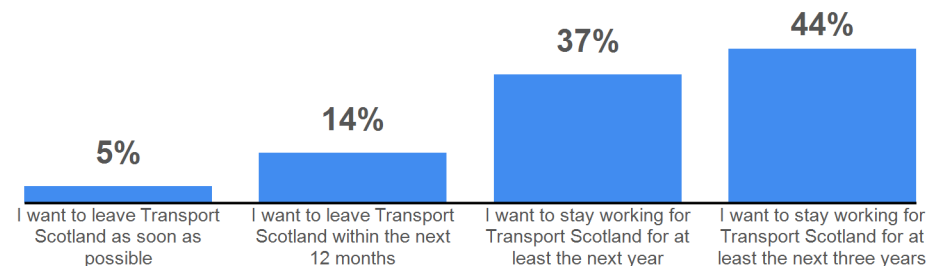
Proxy Stress Index
















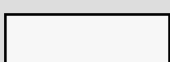

PERMA Index



Your plans for the future



Headline scores

Highest positive scoring questions		Highest neutral scoring questions		Highest negative scoring questions	
	% Positive		% Neutral		% Negative
B09 My manager is considerate of my life outside work	 91%	B53 Where I work, I think effective action has been taken on the results of the last survey	 47%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	 35%
B01 I am interested in my work	 90%	B43 When changes are made in Transport Scotland they are usually for the better	 44%	B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	 33%
B31 I have the skills I need to do my job effectively	 90%	B17 Poor performance is dealt with effectively in my team	 44%	B35 I feel that my pay adequately reflects my performance	 29%
B26 I am treated with respect by the people I work with	 89%	B51 Transport Scotland motivates me to help it achieve its objectives	 38%	B45 I have the opportunity to contribute my views before decisions are made that affect me	 28%
B54 I am trusted to carry out my job effectively	 87%	B24 Learning and development activities I have completed while working for Transport Scotland are helping me to develop my career	 36%	B42 I feel that change is managed well in Transport Scotland	 28%

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

All questions by theme

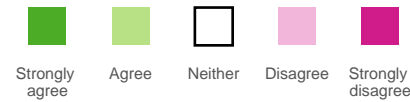
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My work

80%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



90%

+1

0

-2 ◇

B02 I am sufficiently challenged by my work



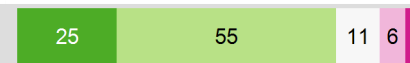
82%

0

+1

-1

B03 My work gives me a sense of personal accomplishment



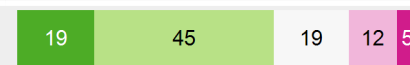
80%

+2

+2 ◇

0

B04 I feel involved in the decisions that affect my work



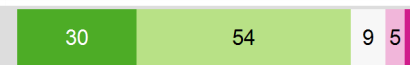
64%

-2

+4 ◇

0

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



83%

-1

+5 ◇

+1

Organisational objectives and purpose

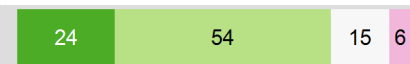
82%

-3

Difference from previous survey



B06 I have a clear understanding of Transport Scotland's objectives



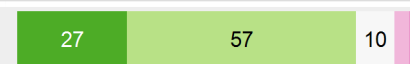
78%

-5 ◇

-4 ◇

-8 ◇

B07 I understand how my work contributes to Transport Scotland's objectives



85%

0

+1

-3 ◇

All questions by theme

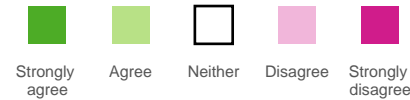
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

71%

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	25	45	17	9	2	71%	0	-1	-5 ◇
B09	My manager is considerate of my life outside work	49	43	5	1	2	91%	+2 ◇	+5 ◇	+2 ◇
B10	My manager is open to my ideas	39	46	9	1	5	86%	0	+2 ◇	0
B11	My manager helps me to understand how I contribute to Transport Scotland's objectives	22	41	25	8	4	64%	-2	-3 ◇	-8 ◇
B12	Overall, I have confidence in the decisions made by my manager	34	47	12	5	2	81%	+2	+4 ◇	0
B13	My manager recognises when I have done my job well	32	50	12	1	5	82%	0	+2 ◇	-1
B14	I receive regular feedback on my performance	21	46	19	11	3	66%	+1	-2 ◇	-6 ◇
B15	The feedback I receive helps me to improve my performance	21	41	25	11	2	62%	+1	-3 ◇	-6 ◇
B16	I think that my performance is evaluated fairly	24	47	23	5	1	70%	-2	+2 ◇	-1
B17	Poor performance is dealt with effectively in my team	7	28	44	14	7	35%	-1	-5 ◇	-8 ◇

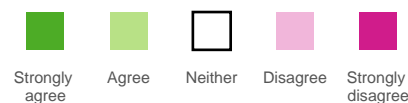
All questions by theme

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

My team

82%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

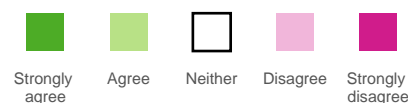
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	35	51	10	1	1	86%	+1	0	-2 ◇
B19	The people in my team work together to find ways to improve the service we provide	30	52	12	5	1	82%	+3 ◇	-1	-4 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	50	14	6	1	77%	+4 ◇	0	-3 ◇

Learning and development

54%

+5 ◇ 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
B21	I am able to access the right learning and development opportunities when I need to	13	49	26	9	1	62%	+2	-2 ◇	-9 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	40	35	9	1	52%	+6 ◇	-2	-7 ◇
B23	There are opportunities for me to develop my career in Transport Scotland	13	39	26	14	7	53%	+8 ◇	+2	-5 ◇
B24	Learning and development activities I have completed while working for Transport Scotland are helping me to develop my career	10	39	36	12	1	49%	+6 ◇	-1	-7 ◇

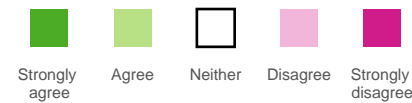
All questions by theme

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^ indicates a variation in question wording from your previous survey

Inclusion and fair treatment

84%

+4 ◇ 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	54	7	7	1	86%	+3 ◇	+5 ◇	+2 ◇
B26	I am treated with respect by the people I work with	34	55	8	8	1	89%	+4 ◇	+3 ◇	+1
B27	I feel valued for the work I do	24	54	14	5	1	78%	+5 ◇	+9 ◇	+4 ◇
B28	I think that Transport Scotland respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	33	49	12	12	1	82%	+4 ◇	+4 ◇	+1

Resources and workload

75%

+2 ◇ Difference from previous survey

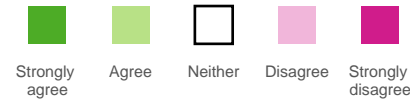


Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	13	61	17	8	1	74%	+2	+3 ◇	-2
B30	I have clear work objectives	16	55	18	9	1	71%	-4 ◇	-5 ◇	-8 ◇
B31	I have the skills I need to do my job effectively	25	65	7	7	1	90%	+1	+1	-1 ◇
B32	I have the tools I need to do my job effectively	17	58	15	9	1	75%	-3	+3 ◇	-3 ◇
B33	I have an acceptable workload	7	57	15	15	5	65%	+8 ◇	+1	-3 ◇
B34	I achieve a good balance between my work life and my private life	19	57	11	10	1	76%	+6 ◇	+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

44%
+5 ◇ Difference from previous survey

% Positive

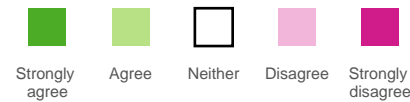
Difference from previous survey

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
B35 I feel that my pay adequately reflects my performance	5	39	26	18	11	45%	+2	+10 ◇	+4 ◇
B36 I am satisfied with the total benefits package	8	42	26	17	8	49%	+8 ◇	+10 ◇	+1
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	32	27	19	16	38%	+4 ◇	+10 ◇	+3 ◇

Leadership and managing change

54%
+1 ◇ 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 Transport Scotland are sufficiently visible	15	52	18	13	6	66%	+3	+3 ◇	-7 ◇
B39 I believe the actions of Senior Managers are consistent with Transport Scotland's values	12	49	31	5	5	61%	0	+6 ◇	-3 ◇
B40 I believe that the Senior Management Team has a clear vision for the future of Transport Scotland	15	46	31	6	6	60%	+1	+10 ◇	0
B41 Overall, I have confidence in the decisions made by Transport Scotland's Senior Managers	13	51	29	5	5	63%	+3	+12 ◇	+1
B42 I feel that change is managed well in Transport Scotland	33	36	22	6	6	37%	0	+2	-9 ◇
B43 When changes are made in Transport Scotland they are usually for the better	38	44	10	6	6	43%	+6 ◇	+7 ◇	-1
B44 Transport Scotland keeps me informed about matters that affect me	10	54	22	11	6	64%	+1	+4 ◇	-4 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	36	31	22	6	41%	-1	+1	-9 ◇
B46 I think it is safe to challenge the way things are done in Transport Scotland	9	45	28	13	6	53%	0	+4 ◇	-3 ◇

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 Transport Scotland	17	49	28	5	5	67%	+3	0	-6 ◇
B48 I would recommend Transport Scotland as a great place to work	19	51	22	6	6	70%	+6 ◇	+9 ◇	+1
B49 I feel a strong personal attachment to Transport Scotland	13	35	32	16	16	49%	+3	-4 ◇	-10 ◇
B50 Transport Scotland inspires me to do the best in my job	13	38	35	11	11	51%	+4 ◇	-1	-8 ◇
B51 Transport Scotland motivates me to help it achieve its objectives	12	37	38	10	10	49%	+1	-1	-7 ◇

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 Transport Scotland will take action on the results from this survey	11	46	25	10	8	57%	+4 ◇	+6 ◇	-3 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	7	29	47	11	7	36%	+6 ◇	-2 ◇	-9 ◇

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	30	57	7			87%	-2	-3 ◇	-4 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	20	53	17	8		73%	-1	0	-3 ◇
B56 In Transport Scotland, people are encouraged to speak up when they identify a serious policy or delivery risk	17	49	23	8		66%	0	-4 ◇	-9 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	13	51	23	9		64%	-1	-3 ◇	-6 ◇
B58 Transport Scotland is committed to creating a diverse and inclusive workplace	22	55	17			77%	+5 ◇	+1	-3 ◇

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'	10	37	20	27	6	47%	+8 ◇	-11 ◇	-22 ◇

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^	21	45	27	6		66%	New	0	-6 ◇

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	19	54	18	71%	0	+4 ◇	+1
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	19	51	22	73%	0	+2	-1
W03 Overall, how happy did you feel yesterday?	13	22	46	19	65%	+4 ◇	+2 ◇	0

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?	24	27	20	29	29%	-4 ◇	-3 ◇	-1

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 Transport Scotland?

			Difference from previous survey	Difference from CS2019
I want to leave Transport Scotland as soon as possible		5%	-2	-3
I want to leave Transport Scotland within the next 12 months		14%	0	0
I want to stay working for Transport Scotland for at least the next year		37%	0	+3 ◇
I want to stay working for Transport Scotland for at least the next three years		44%	+2	0

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?		9	91%	-1	0	-3 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		37	63%	-4 ◇	-2	-8 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in Transport Scotland it would be investigated properly?		25	75%	0	+4 ◇	-1

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?^

			Difference from previous survey	Difference from CS2019
Yes		11%	-1	0
No		83%	+1	+1
Prefer not to say		7%	0	-2

Of those who said they had experienced discrimination at work in the last 12 months, 79% said it occurred in Transport Scotland while 21% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?^ (multiple selection)

		Response Count
Age	10	
Caring responsibilities	--	
Disability	--	
Ethnic background	--	
Gender	--	
Gender reassignment or perceived gender	--	
Grade or responsibility level	18	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	--	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	10	
Any other grounds	--	
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



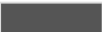







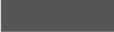





E03. Have you been bullied or harassed at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		12%	+3 ↗	0
No		82%	-3 ↗	0
Prefer not to say		6%	+1	0

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 76% said it occurred in Transport Scotland while 24% said it occurred in another organisation.

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	12	
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	20	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	23	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	17	
Treated less favourably to others	22	
Ignored, excluded, marginalised	27	
Undermining or taking credit for my work	14	
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	--	
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	14	
A colleague in a different Area/Directorate/ Division of Transport Scotland	--	
My manager	--	
Another senior member of staff in Transport Scotland	18	
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	53%	+11 ◇	+2
No	33%	-17 ◇	-9 ◇
Prefer not to say	14%	+6	+7

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	13%	-3
No	71%	+8 ◇
Prefer not to say	16%	-6
The bullying and/or harassment has stopped		
Yes	40%	+2
No	37%	0
Prefer not to say	23%	-1
The culture in my area allows this kind of behaviour to continue		
Yes	62%	+6
No	23%	-2
Prefer not to say	15%	-4
I felt like I was punished for reporting the incident		
Yes	20%	+3
No	64%	+9 ◇
Prefer not to say	16%	-11
I moved to another team or role to avoid the behaviour		
Yes	Results for this response have been suppressed to protect the anonymity of the other respondents	
No	58%	-3
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses	

Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

Smarter Working

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	46	44	6			90%	0
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	41	45	9			86%	-1
LQD3	Smarter Working allows me to be more productive in my role	30	36	22	8		66%	-13 ✦
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	31	48	14	7		79%	-3 ✦

Wellbeing at Work

* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

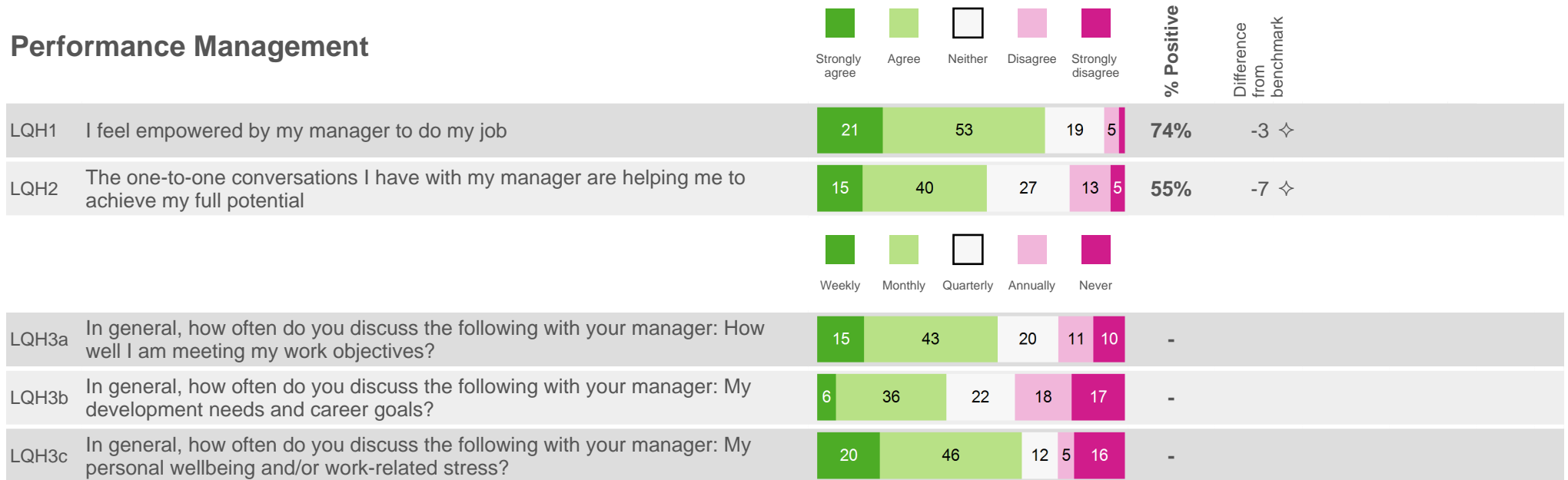
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	7	22	18	35	18	53%	+2 ✦
LQF2	The people in my team genuinely care about my wellbeing	24	58	14			82%	+3 ✦
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	21	50	20	6		71%	+1
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 76%		No: 24%			76%	-11 ✦

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.

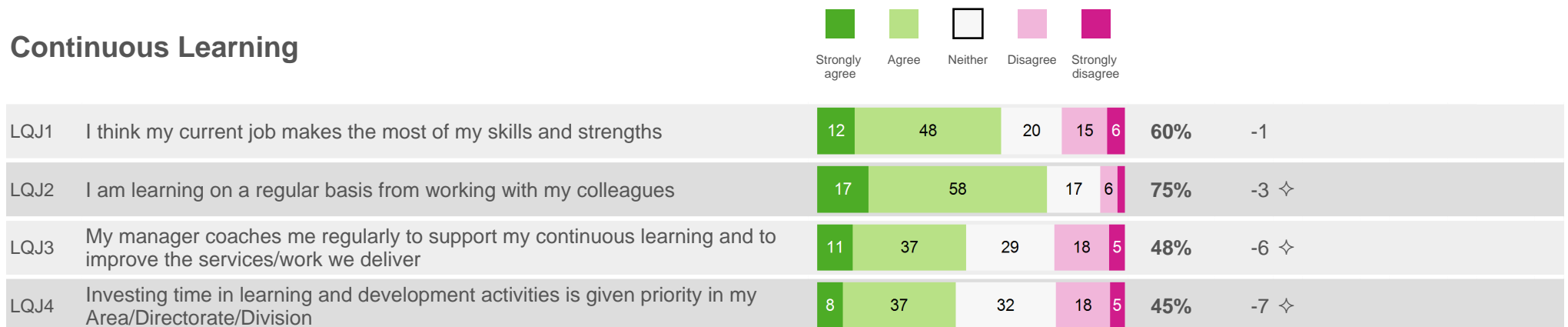
Additional questions selected by organisation

♦ indicates statistically significant difference from comparison

Performance Management



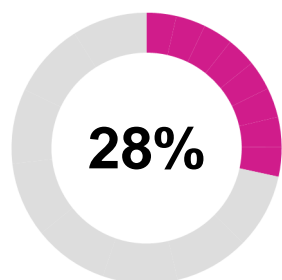
Continuous Learning



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	0
Difference from CS2019	0
Difference from CS High Performers	+2 ✧

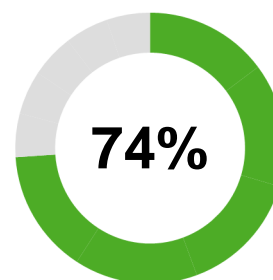
Proxy Stress Index

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.

% positive

B05	I have a choice in deciding how I do my work	83%
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	86%
B26	I am treated with respect by the people I work with	89%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	65%
B45	I have the opportunity to contribute my views before decisions are made that affect me	41%
E03	Have you been bullied or harassed at work, in the past 12 months? **	82%



Difference from previous survey	+1
Difference from CS2019	0
Difference from CS High Performers	-1 ✧

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	90%
B03	My work gives me a sense of personal accomplishment	80%
B18	The people in my team can be relied upon to help when things get difficult in my job	86%
W01	Overall, how satisfied are you with your life nowadays?	71%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	73%

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), 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>)