

Crown Office and Procurator Fiscal Service

Returns : 1,154

Response rate : 60%

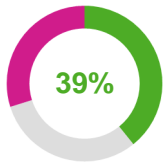
Civil Service People Survey 2019

✧ Statistically significant difference from comparison

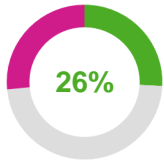


Taking action

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



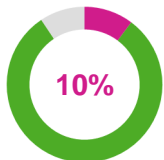
B52. I believe that the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management in COPFS will take action on the results from this survey



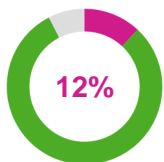
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



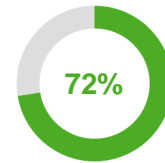
E01. Have you been discriminated against at work, in the past 12 months?



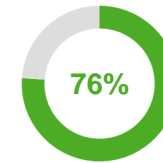
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

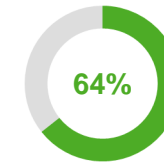
■ % responding positively to W01 - W03 ■ % responding negatively to W04



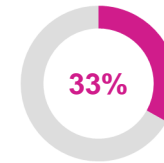
W01. Overall, how satisfied are you with your life nowadays?



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

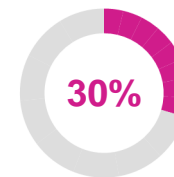


W03. Overall, how happy did you feel yesterday?

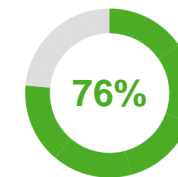


W04. Overall, how anxious did you feel yesterday?

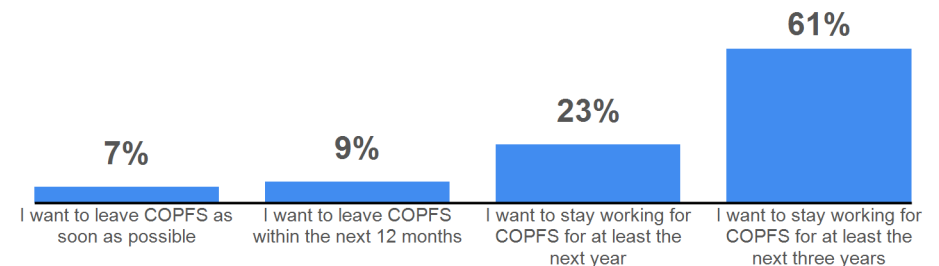
Proxy Stress Index



PERMA Index


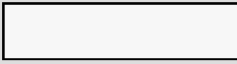


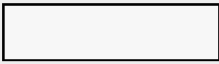


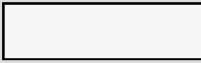




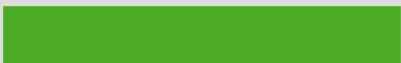




Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 93%	B40 I believe that the Executive Board has a clear vision for the future of COPFS  52%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  62%	
B54 I am trusted to carry out my job effectively	 92%	B53 Where I work, I think effective action has been taken on the results of the last survey  48%		B35 I feel that my pay adequately reflects my performance  56%	
B31 I have the skills I need to do my job effectively	 89%	B39 I believe the actions of the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management are consistent with COPFS's values  44%		B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'  43%	
B06 I have a clear understanding of COPFS's objectives	 88%	B41 Overall, I have confidence in the decisions made by the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management  42%		B42 I feel that change is managed well in COPFS  41%	
B26 I am treated with respect by the people I work with	 87%	B43 When changes are made in COPFS they are usually for the better  36%		B45 I have the opportunity to contribute my views before decisions are made that affect me  40%	

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

77%

+2 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

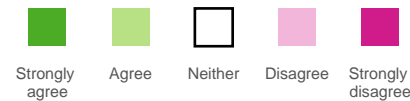
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	55	38	5	0	0	93%	0	+3 ◆	0
B02 I am sufficiently challenged by my work	44	40	10	5	0	83%	+2 ◆	+3 ◆	0
B03 My work gives me a sense of personal accomplishment	37	44	10	6	0	82%	+2	+4 ◆	+2 ◆
B04 I feel involved in the decisions that affect my work	19	35	21	18	8	54%	+3 ◆	-6 ◆	-11 ◆
B05 I have a choice in deciding how I do my work	24	47	15	9	5	72%	+5 ◆	-6 ◆	-10 ◆

Organisational objectives and purpose

87%

+2 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
B06 I have a clear understanding of COPFS's objectives	31	57	9	0	0	88%	+3 ◆	+5 ◆	+1 ◆
B07 I understand how my work contributes to COPFS's objectives	33	53	10	0	0	86%	+1	+2 ◆	-2 ◆

All questions by theme

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 ^ indicates a variation in question wording from your previous survey

My manager

70%

+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
B08	My manager motivates me to be more effective in my job	31	40	17	8	5	71%	+5 ◇	0	-4 ◇
B09	My manager is considerate of my life outside work	46	38	10	5	2	84%	+4 ◇	-3 ◇	-5 ◇
B10	My manager is open to my ideas	40	40	13	5	2	80%	+6 ◇	-4 ◇	-7 ◇
B11	My manager helps me to understand how I contribute to COPFS's objectives	28	37	26	7	2	65%	+4 ◇	-2 ◇	-7 ◇
B12	Overall, I have confidence in the decisions made by my manager	37	40	14	6	3	76%	+7 ◇	0	-4 ◇
B13	My manager recognises when I have done my job well	38	43	11	5	3	81%	+7 ◇	+1	-3 ◇
B14	I receive regular feedback on my performance	31	39	16	11	3	70%	+5 ◇	+2	-2 ◇
B15	The feedback I receive helps me to improve my performance	29	36	23	8	6	65%	+7 ◇	0	-3 ◇
B16	I think that my performance is evaluated fairly	30	40	20	6	4	71%	+6 ◇	+3 ◇	-1
B17	Poor performance is dealt with effectively in my team	13	24	36	17	9	38%	+4 ◇	-2 ◇	-6 ◇



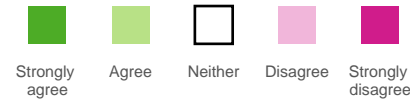
All questions by theme

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My team

77%

+5 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

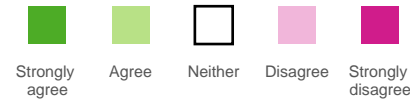
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	42	43	9	5	5	85%	+5 ◇	-1	-4 ◇
B19	The people in my team work together to find ways to improve the service we provide	37	44	13	5	5	81%	+6 ◇	-2 ◇	-6 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	37	21	9	5	67%	+3 ◇	-10 ◇	-13 ◇

Learning and development

50%

+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	15	48	22	12	5	63%	+5 ◇	-1	-8 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	35	35	13	5	47%	+6 ◇	-7 ◇	-12 ◇
B23	There are opportunities for me to develop my career in COPFS	13	38	23	15	11	51%	+6 ◇	0	-7 ◇
B24	Learning and development activities I have completed while working for COPFS are helping me to develop my career	11	30	33	18	9	40%	+3 ◇	-10 ◇	-16 ◇



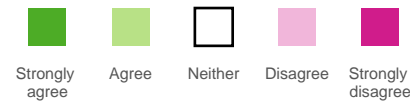
All questions by theme

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Inclusion and fair treatment

77%

+5 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

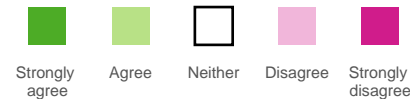
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	32	50	10	6		81%	+7 ◆	0	-3 ◆
B26	I am treated with respect by the people I work with	34	53	7			87%	+6 ◆	+1	-2 ◆
B27	I feel valued for the work I do	24	40	17	13	5	65%	+4 ◆	-3 ◆	-8 ◆
B28	I think that COPFS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	29	47	17			76%	+5 ◆	-2 ◆	-6 ◆

Resources and workload

73%

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
B29	I get the information I need to do my job well	16	56	16	10		72%	+2	+1	-4 ◆
B30	I have clear work objectives	23	58	12	6		80%	+2	+5 ◆	+1
B31	I have the skills I need to do my job effectively	32	57	7			89%	-2 ◆	+1	-2 ◆
B32	I have the tools I need to do my job effectively	18	50	13	13	5	69%	-3 ◆	-4 ◆	-10 ◆
B33	I have an acceptable workload	13	48	16	17	7	60%	+1	-3 ◆	-7 ◆
B34	I achieve a good balance between my work life and my private life	21	48	14	11	6	69%	+1	-2 ◆	-7 ◆



All questions by theme

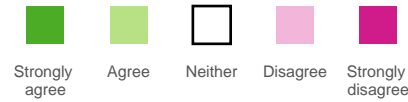
◆ indicates statistically significant difference from comparison
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Pay and benefits

28%

-2

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

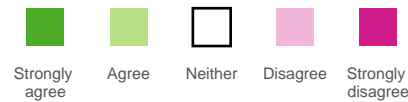
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers		
B35	I feel that my pay adequately reflects my performance	23	18	32	24	27%	-3	◆	-7	◆	-14	◆
B36	I am satisfied with the total benefits package	6	30	25	23	16	36%	0	-3	◆	-13	◆
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	17	17	31	31	20%	-3	◆	-7	◆	-15	◆

Leadership and managing change

38%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers			
B38	The Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management in COPFS are sufficiently visible	8	32	27	23	10	40%	+3	◆	-23	◆	-33	◆
B39	I believe the actions of the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management are consistent with COPFS's values	10	37	44	5	5	47%	0	-8	◆	-17	◆	
B40	I believe that the Executive Board has a clear vision for the future of COPFS	7	29	52	8	5	36%	-2	-14	◆	-25	◆	
B41	Overall, I have confidence in the decisions made by the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management	9	35	42	9	5	44%	-1	-7	◆	-18	◆	
B42	I feel that change is managed well in COPFS	25	30	30	11	29%	0	-6	◆	-17	◆		
B43	When changes are made in COPFS they are usually for the better	26	36	26	8	30%	+2	-6	◆	-14	◆		
B44	COPFS keeps me informed about matters that affect me	6	45	26	16	7	51%	+4	◆	-9	◆	-17	◆
B45	I have the opportunity to contribute my views before decisions are made that affect me	5	26	29	27	13	31%	0	-9	◆	-19	◆	
B46	I think it is safe to challenge the way things are done in COPFS	6	30	33	19	12	37%	+3	◆	-13	◆	-20	◆



All questions by theme

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^ 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 COPFS	21	43	27	7	7	64%	+5 ◆	-3 ◆	-9 ◆
B48 I would recommend COPFS as a great place to work	13	39	29	14	5	52%	+5 ◆	-9 ◆	-17 ◆
B49 I feel a strong personal attachment to COPFS	21	38	26	11	4	59%	+3 ◆	+7 ◆	+1
B50 COPFS inspires me to do the best in my job	14	38	33	12	5	51%	+4 ◆	-1	-8 ◆
B51 COPFS motivates me to help it achieve its objectives	13	35	35	13	4	48%	+4 ◆	-2 ◆	-8 ◆

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 the Crown Agent, Deputy Crown Agents, Functional PF Leads and/or Heads of Business Management in COPFS will take action on the results from this survey	7	32	31	18	12	39%	-3 ◆	-12 ◆	-21 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	6	20	48	16	11	26%	-2 ◆	-12 ◆	-19 ◆



All questions by theme

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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	36	55	5			92%	+2 ◇	+2 ◇	+1
B55 I believe I would be supported if I try a new idea, even if it may not work	20	47	20	10		68%	+5 ◇	-5 ◇	-9 ◇
B56 In COPFS, people are encouraged to speak up when they identify a serious policy or delivery risk	15	43	26	11	5	58%	+4 ◇	-12 ◇	-17 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	16	45	21	12	7	60%	+4 ◇	-6 ◇	-10 ◇
B58 COPFS is committed to creating a diverse and inclusive workplace	24	50	21			74%	+4 ◇	-2 ◇	-6 ◇

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'	7	26	24	32	10	33%	+4 ◇	-25 ◇	-36 ◇

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^	26	38	25	8		64%	New	-3 ◇	-9 ◇

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

All questions by theme

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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?	9	18	53	19	72%	+4 ◆	+5 ◆	+2 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	16	48	28	76%	+2 ◆	+5 ◆	+2 ◆
W03 Overall, how happy did you feel yesterday?	16	20	44	21	64%	+1	+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?	23	23	21	33	33%	0	+1	+3 ◆



All questions by theme

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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave COPFS as soon as possible		7%	-1	-1
I want to leave COPFS within the next 12 months		9%	0	-6 ◇
I want to stay working for COPFS for at least the next year		23%	+3 ◇	-10 ◇
I want to stay working for COPFS for at least the next three years		61%	-2	+18 ◇

The Civil Service Code

Differences are based on '% Yes' score




	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		11	89%	0	-2 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		40	60%	-6 ◇	-6 ◇	-12 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in COPFS it would be investigated properly?		36	64%	+3 ◇	-8 ◇	-12 ◇

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		10%	-4 ↗	-1
No		80%	+5 ↗	-1
Prefer not to say		9%	0	+1 ↗

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.

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

		Response Count	
Age	20		
Caring responsibilities	12		
Disability	19		
Ethnic background	--		
Gender	12		
Gender reassignment or perceived gender	--		
Grade or responsibility level	27		
Main spoken/ written language or language ability	--		
Marital status or civil partnership	--		
Mental health	13		
Pay	18		
Pregnancy, maternity or paternity	--		
Religion or belief	--		
Sex	--		
Sexual orientation	--		
Social or educational background	--		
Working location	17		
Working pattern	30		
Any other grounds	11		
Prefer not to say	15		

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%	-1	0
No		80%	+2 ↗	-2 ↗
Prefer not to say		8%	-1	+1

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 91% said it occurred in COPFS while 9% 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	13	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	32	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	44	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	63	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	63	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	41	
Treated less favourably to others	55	
Ignored, excluded, marginalised	55	
Undermining or taking credit for my work	40	
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	20	
Something else not listed here	19	
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	44	
A colleague in a different Area/Directorate/ Division of COPFS	13	
My manager	38	
Another senior member of staff in COPFS	30	
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	20	

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	50%	+12 ◇	-1
No	42%	-7	0
Prefer not to say	7%	-5 ◇	+1

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

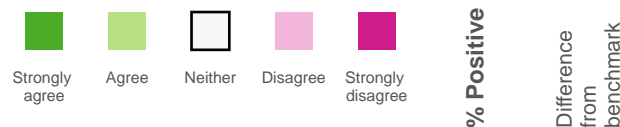
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	19%	+4
No	58%	-4
Prefer not to say	22%	+1
The bullying and/or harassment has stopped		
Yes	47%	+9 ◇
No	32%	-6 ◇
Prefer not to say	22%	-2
The culture in my area allows this kind of behaviour to continue		
Yes	58%	+2
No	28%	+3
Prefer not to say	14%	-4
I felt like I was punished for reporting the incident		
Yes	18%	0
No	53%	-2
Prefer not to say	29%	+2
I moved to another team or role to avoid the behaviour		
Yes	39%	+17 ◇
No	46%	-15 ◇
Prefer not to say	16%	0

Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

Safe to Challenge

* indicates negatively phrased question(s) where % positive is the proportion who selected "no"



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in COPFS*	Yes: 23% No: 69% Prefer not to say: 8%					69%	0
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	19	45	31			64%	-4 ✦
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	13	35	25	22	6	48%	-5 ✦
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	9	26	30	24	11	35%	-7 ✦

Wellbeing at Work

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



Question ID	Question Text	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*	11	24	14	36	15	51%	0
LQF2	The people in my team genuinely care about my wellbeing	28	51	15	5		79%	0
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	27	42	20	6		69%	-1
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 94% No: 6%					94%	+8 ✦

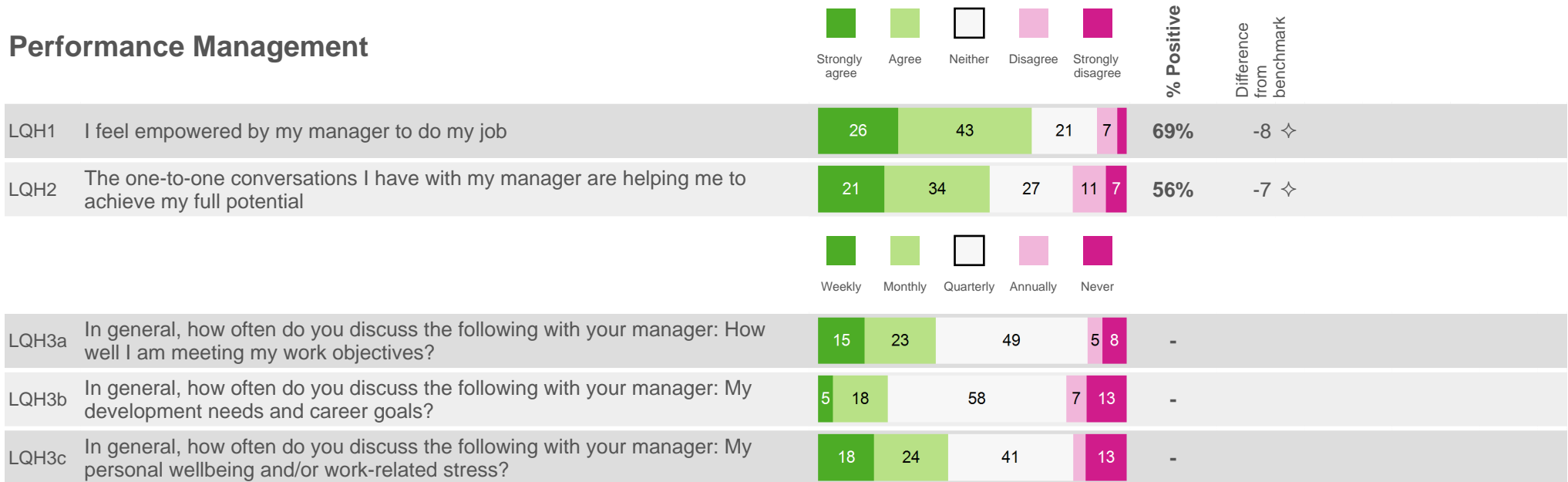
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



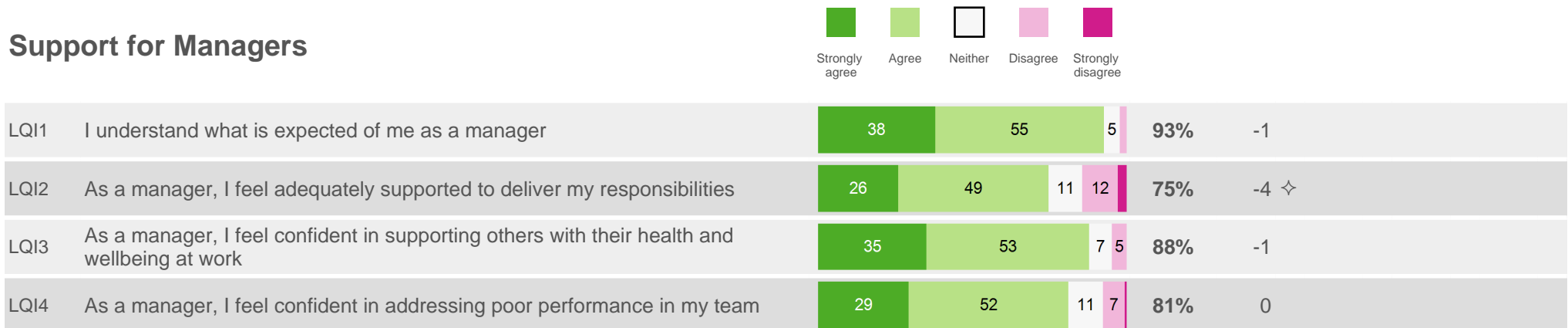
Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Performance Management



Support for Managers



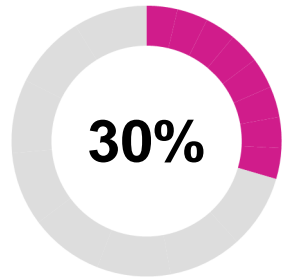
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



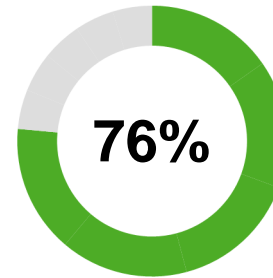
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

** this is a negatively phrased question where % positive is the proportion who selected "no"



Difference from previous survey	-2 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	+3 ◇



Difference from previous survey	+2 ◇
Difference from CS2019	+3 ◇
Difference from CS High Performers	+1 ◇

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	72%
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	80%
B33	I have an acceptable workload	60%
B45	I have the opportunity to contribute my views before decisions are made that affect me	31%
E03	Have you been bullied or harassed at work, in the past 12 months?*	80%

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	93%
B03	My work gives me a sense of personal accomplishment	82%
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?	72%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	76%

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>)