OSCR
Scottish Charity Regulator

# Office of the Scottish Charity Regulator

Returns : 42   Response rate : 93%   Civil Service People Survey 2019

✧ Statistically significant difference from comparison

Engagement Index

60%

Difference from previous survey	+3
Difference from CS2019	-3 ✧
Difference from CS High Performers	-7 ✧

My work

85%

Difference from previous survey	+10 ✧
Difference from CS2019	+8 ✧
Difference from CS High Performers	+5 ✧

Organisational objectives and purpose

85%

Difference from previous survey	0
Difference from CS2019	+2
Difference from CS High Performers	-2

My manager

67%

Difference from previous survey	-3
Difference from CS2019	-4 ✧
Difference from CS High Performers	-7 ✧

My team

80%

Difference from previous survey	+8 ✧
Difference from CS2019	-2
Difference from CS High Performers	-5 ✧

Learning and development

49%

Difference from previous survey	+10 ✧
Difference from CS2019	-6 ✧
Difference from CS High Performers	-11 ✧

Inclusion and fair treatment

64%

Difference from previous survey	-3
Difference from CS2019	-14 ✧
Difference from CS High Performers	-17 ✧

Resources and workload

66%

Difference from previous survey	-10 ✧
Difference from CS2019	-8 ✧
Difference from CS High Performers	-11 ✧

Pay and benefits

63%

Difference from previous survey	+17 ✧
Difference from CS2019	+29 ✧
Difference from CS High Performers	+22 ✧

Leadership and managing change

49%

Difference from previous survey	+7 ✧
Difference from CS2019	+1
Difference from CS High Performers	-8 ✧

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Taking action

🟩 % responding positively   ⬜ % responding neutrally   🟪 % responding negatively
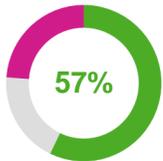
57% — B52. I believe that senior managers in OSCR will take action on the results from this survey

26% — 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

17% — E01. Have you been discriminated against at work, in the past 12 months?

10% — E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

🟩 % responding positively to W01 - W03   🟪 % responding negatively to W04

64% — 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?

63% — W03. Overall, how happy did you feel yesterday?

29% — W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index
31%

PERMA Index
74%

Your plans for the future

5%	27%	29%	39%
I want to leave OSCR as soon as possible	I want to leave OSCR within the next 12 months	I want to stay working for OSCR for at least the next year	I want to stay working for OSCR for at least the next three years

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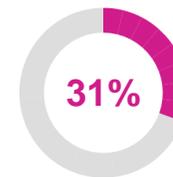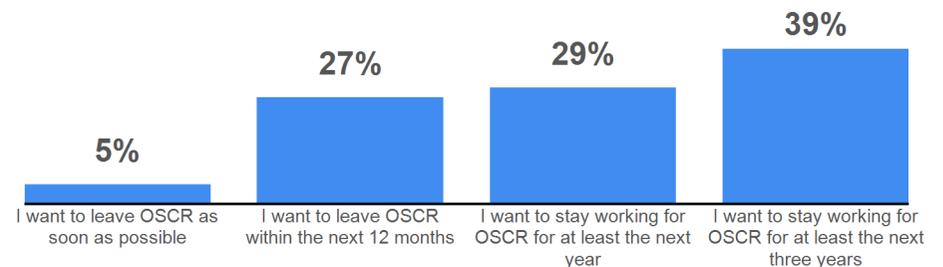
Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	95%	B47 I am proud when I tell others I am part of OSCR	44%	B42 I feel that change is managed well in OSCR	43%
B09 My manager is considerate of my life outside work	90%	B50 OSCR inspires me to do the best in my job	44%	B43 When changes are made in OSCR they are usually for the better	38%
B05 I have a choice in deciding how I do my work	88%	B49 I feel a strong personal attachment to OSCR	41%	B46 I think it is safe to challenge the way things are done in OSCR	38%
B54 I am trusted to carry out my job effectively	88%	B51 OSCR motivates me to help it achieve its objectives	41%	B57 I feel able to challenge inappropriate behaviour in the workplace	38%
B02 I am sufficiently challenged by my work	86%	B40 I believe that the Board has a clear vision for the future of OSCR	40%	B23 There are opportunities for me to develop my career in OSCR	36%

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

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All questions by theme

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My work — 85% +10 ✧ 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 CS2019	Difference from CS High Performers
B01	I am interested in my work	36	60				95%	+10	+5	+3
B02	I am sufficiently challenged by my work	45	40	7	7		86%	+3	+6 ✧	+3
B03	My work gives me a sense of personal accomplishment	26	55		12	5	81%	+6 ✧	+3 ✧	+1
B04	I feel involved in the decisions that affect my work	19	55	10	5	12	74%	+24 ✧	+14 ✧	+10 ✧
B05	I have a choice in deciding how I do my work	24	64		5	5	88%	+8 ✧	+10 ✧	+6 ✧
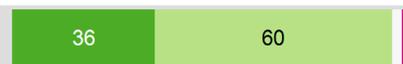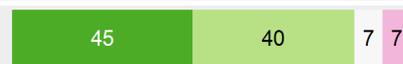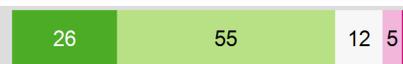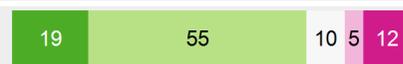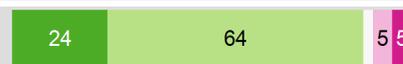
Organisational objectives and purpose — 85% 0 Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06	I have a clear understanding of OSCR's objectives	33	52	5		7	86%	+3	+3 ✧	-1
B07	I understand how my work contributes to OSCR's objectives	36	48	12			83%	-4	0	-5 ✧
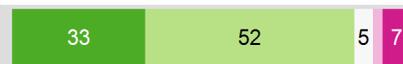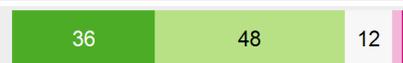
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All questions by theme

My manager — 67% — -3 — Difference from previous survey

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

	Question	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	24	48	14	10	5	71%	+9 ✧	0	-4 ✧
B09	My manager is considerate of my life outside work	40	50	7			90%	0	+4 ✧	+1
B10	My manager is open to my ideas	36	40	14	10		76%	-1	-7 ✧	-10 ✧
B11	My manager helps me to understand how I contribute to OSCR's objectives	29	43	17	12		71%	-4	+5 ✧	0
B12	Overall, I have confidence in the decisions made by my manager	29	31	19	14	7	60%	-8 ✧	-17 ✧	-21 ✧
B13	My manager recognises when I have done my job well	29	43	14	10	5	71%	-4	-9 ✧	-12 ✧
B14	I receive regular feedback on my performance	33	40	14	12		74%	-1	+5 ✧	+2
B15	The feedback I receive helps me to improve my performance	21	33	24	17	5	55%	-8 ✧	-10 ✧	-13 ✧
B16	I think that my performance is evaluated fairly	27	37	24	7	5	63%	-12 ✧	-5 ✧	-8 ✧
B17	Poor performance is dealt with effectively in my team	10	26	33	19	12	36%	-7 ✧	-5 ✧	-8 ✧

All questions by theme

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My team — 80% — +8 ◇ 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 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	36	45	14	5		81%	+6 ◇	-5 ◇	-8
B19	The people in my team work together to find ways to improve the service we provide	31	55	12			86%	+16 ◇	+3	-1
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	45	17	10		74%	+1	-3	-6 ◇

Learning and development — 49% — +10 ◇ 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 CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	14	45	21	12	7	60%	+5	-5 ◇	-11 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	10	48	24	12	7	57%	+22 ◇	+3	-2
B23	There are opportunities for me to develop my career in OSCR	5	29	31	19	17	33%	+3	-17 ◇	-24 ◇
B24	Learning and development activities I have completed while working for OSCR are helping me to develop my career	5	40	33	10	12	45%	+12 ◇	-5 ◇	-11 ◇

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All questions by theme

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Inclusion and fair treatment — 64% · -3 Difference from previous survey

	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work — 21 / 50 / 17 / 12	71%	-1	-10 ⬦	-13 ⬦
B26 I am treated with respect by the people I work with — 24 / 48 / 17 / 12	71%	-4	-14 ⬦	-17
B27 I feel valued for the work I do — 24 / 26 / 17 / 29 / 5	50%	-3	-18 ⬦	-23 ⬦
B28 I think that OSCR respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.) — 29 / 36 / 21 / 10 / 5	64%	-5	-13 ⬦	-17 ⬦

Resources and workload — 66% · -10 ⬦ Difference from previous survey

	% 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 — 26 / 40 / 17 / 17	67%	-3	-4 ⬦	-9 ⬦
B30 I have clear work objectives — 21 / 40 / 19 / 14 / 5	62%	-18 ⬦	-14 ⬦	-17 ⬦
B31 I have the skills I need to do my job effectively — 24 / 57 / 12 / 7	81%	-17	-8	-11
B32 I have the tools I need to do my job effectively — 19 / 50 / 14 / 14	69%	-13 ⬦	-3	-9 ⬦
B33 I have an acceptable workload — 12 / 36 / 19 / 21 / 12	48%	-10 ⬦	-16 ⬦	-20 ⬦
B34 I achieve a good balance between my work life and my private life — 17 / 55 / 14 / 12	71%	+1	0	-5 ⬦

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

All questions by theme

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Pay and benefits   63%   +17 ◇ 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 CS2019	Difference from CS High Performers
B35	I feel that my pay adequately reflects my performance	10	55	12	14	10	64%	+14 ◇	+30 ◇	+24 ◇
B36	I am satisfied with the total benefits package	10	52	19	14	5	62%	+14 ◇	+23 ◇	+13 ◇
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	10	55	12	14	10	64%	+22 ◇	+37 ◇	+29 ◇

Leadership and managing change   49%   +7 ◇ 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 CS2019	Difference from CS High Performers
B38	Senior managers in OSCR are sufficiently visible	36	48	10	7		83%	+11 ◇	+21 ◇	+11 ◇
B39	I believe the actions of senior managers are consistent with OSCR's values	7	40	26	19	7	48%	+3	-7 ◇	-16 ◇
B40	I believe that the Board has a clear vision for the future of OSCR	12	26	40	17	5	38%	-2	-12 ◇	-23 ◇
B41	Overall, I have confidence in the decisions made by OSCR's senior managers	12	38	19	14	17	50%	+10 ◇	-1	-12 ◇
B42	I feel that change is managed well in OSCR	5	26	26	21	21	31%	+8 ◇	-4 ◇	-15 ◇
B43	When changes are made in OSCR they are usually for the better	5	31	26	29	10	36%	+13 ◇	0	-8 ◇
B44	OSCR keeps me informed about matters that affect me	14	40	29	10	7	55%	0	-5 ◇	-13 ◇
B45	I have the opportunity to contribute my views before decisions are made that affect me	14	45	14	17	10	60%	+10 ◇	+19 ◇	+9 ◇
B46	I think it is safe to challenge the way things are done in OSCR	17	29	17	21	17	45%	+13 ◇	-4 ◇	-11 ◇

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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 OSCR	10	41	44		5	51%	+1	-15 ◇	-21 ◇
B48	I would recommend OSCR as a great place to work	10	43	36	12		52%	+15 ◇	-9 ◇	-17 ◇
B49	I feel a strong personal attachment to OSCR	12	32	41	12		44%	+6	-8 ◇	-14 ◇
B50	OSCR inspires me to do the best in my job	10	32	44	12		41%	+1	-11 ◇	-18 ◇
B51	OSCR motivates me to help it achieve its objectives	10	29	41	12	7	39%	-3	-11 ◇	-17 ◇

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52	I believe that senior managers in OSCR will take action on the results from this survey	21	36	19	10	14	57%	+12 ◇	+6 ◇	-3
B53	Where I work, I think effective action has been taken on the results of the last survey	12	14	40	14	19	26%	-6 ◇	-12 ◇	-18 ◇

All questions by theme

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Organisational culture

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Responses	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54	I am trusted to carry out my job effectively	29 / 60 / 10	88%	-4	-1	-3
B55	I believe I would be supported if I try a new idea, even if it may not work	24 / 39 / 17 / 20	63%	+8 ✧	-9 ✧	-13 ✧
B56	In OSCR, people are encouraged to speak up when they identify a serious policy or delivery risk	17 / 32 / 20 / 24 / 7	49%	+1	-21 ✧	-26 ✧
B57	I feel able to challenge inappropriate behaviour in the workplace	12 / 29 / 21 / 21 / 17	40%	+3	-26 ✧	-30 ✧
B58	OSCR is committed to creating a diverse and inclusive workplace	15 / 44 / 27 / 10 / 5	59%	+6	-18 ✧	-21 ✧

Civil Service vision

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Responses	% 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'	12 / 50 / 10 / 26	62%	+16 ✧	+4 ✧	-7 ✧

Leadership statement

Always | Most of the time | Some-times | Rarely | Never

		Responses	% 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^	14 / 38 / 33 / 12	52%	New	-14 ✧	-20 ✧

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?	10	26	50	14	64%	+3	-3	-6 ◇
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	15	15	51	20	71%	+7 ◇	-1	-3
W03	Overall, how happy did you feel yesterday?	17	20	37	27	63%	+8 ◇	+1	-1

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?	29	26	17	29	29%	+9 ◇	-4	-2

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 OSCR?

	%	Difference from previous survey	Difference from CS2019
I want to leave OSCR as soon as possible	5%	0	-2
I want to leave OSCR within the next 12 months	27%	+1	+12
I want to stay working for OSCR for at least the next year	29%	-17 ✧	-4
I want to stay working for OSCR for at least the next three years	39%	+16 ✧	-5 ✧

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?	98%	+5	+6	+3
D02. Are you aware of how to raise a concern under the Civil Service Code?	81%	+13 ✧	+15 ✧	+9 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in OSCR it would be investigated properly?	71%	+7 ✧	0	-5 ✧

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Discrimination

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

		Difference from previous survey	Difference from CS2019
Yes	17%	-1	+6
No	81%	+3	0
Prefer not to say	2%	-3	-6

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	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade or responsibility level	--
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	--
Any other grounds	--
Prefer not to say	--

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

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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	10%	-8	-2
No	81%	+3	-1
Prefer not to say	10%	+5	+3

Your survey included a question about whether the bullying and/or harassment 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 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	--
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	--
Physical assault (e.g. object thrown at me, pushed, hit)	--
Humiliated in front of team or others	--
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	--
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	--
Treated less favourably to others	--
Ignored, excluded, marginalised	--
Undermining or taking credit for my work	--
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 '--'

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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	--
A colleague in a different Area/Directorate/ Division of OSCR	--
My manager	--
Another senior member of staff in OSCR	--
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 CS2019
Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

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	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

The bullying and/or harassment has stopped

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

The culture in my area allows this kind of behaviour to continue

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

I felt like I was punished for reporting the incident

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

I moved to another team or role to avoid the behaviour

Yes	Results for this response have been suppressed as there are fewer than ten responses
No	Results for this response have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses

OSCR Scottish Charity Regulator

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"

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from benchmark

Code	Question	Response distribution	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in OSCR*	Yes: 19% No: 76% Prefer not to say: 5%	76%	+8 ✧
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	12 / 29 / 51 / 5	41%	-27 ✧
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	10 / 26 / 19 / 31 / 14	36%	-17 ✧
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	7 / 26 / 24 / 24 / 19	33%	-8 ✧

Continuous Learning

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

Code	Question	Response distribution	% Positive	Difference from benchmark
LQJ1	I think my current job makes the most of my skills and strengths	14 / 55 / 17 / 12	69%	+8 ✧
LQJ2	I am learning on a regular basis from working with my colleagues	26 / 50 / 14 / 5 / 5	76%	-2
LQJ3	My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	12 / 32 / 24 / 27 / 5	44%	-11 ✧
LQJ4	Investing time in learning and development activities is given priority in my Area/Directorate/Division	15 / 24 / 27 / 24 / 10	39%	-13 ✧

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

Career Progression

Legend	
Strongly agree	Agree	Neither	Disagree	Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQK1	I am interested in exploring a broad range of opportunities at work to see what suits me best	17	45	29	7		62%	-6 ✧
LQK2	I am considering, or in the process of making, a significant change in my career (e.g. a change of profession or working hours)	12	19	14	38	17	31%	-2
LQK3	The culture in OSCR is supportive of career progression for staff who have non-standard working patterns	12	41	34	7	5	54%	+2
LQK4	I would choose to remain working in OSCR even if I were offered a similar job elsewhere in the public sector	10	29	29	22	10	39%	0

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

31%
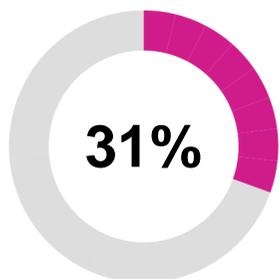
Difference from previous survey	-1
Difference from CS2019	+2 ✧
Difference from CS High Performers	+4 ✧

74%
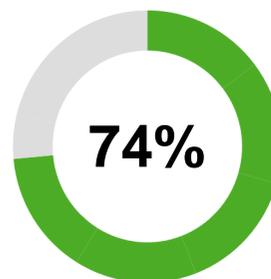
|	
Difference from previous survey	+3 ✧
Difference from CS2019	0
Difference from CS High Performers	-2 ✧

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.

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	88%
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	81%
B26	I am treated with respect by the people I work with	71%
B30	I have clear work objectives	62%
B33	I have an acceptable workload	48%
B45	I have the opportunity to contribute my views before decisions are made that affect me	60%
E03	Have you been bullied or harassed at work, in the past 12 months?**	81%

		% positive
B01	I am interested in my work	95%
B03	My work gives me a sense of personal accomplishment	81%
B18	The people in my team can be relied upon to help when things get difficult in my job	81%
W01	Overall, how satisfied are you with your life nowadays?	64%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	71%

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)