



# National Savings and Investments

Returns : 197

Response rate : 95%

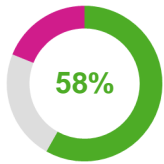
Civil Service People Survey 2019

◇ Statistically significant difference from comparison

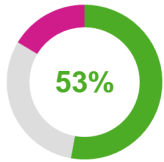


## Taking action

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



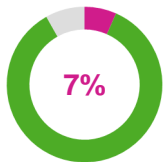
B52. I believe that ExCo in NS&I will take action on the results from this survey



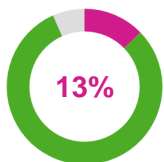
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



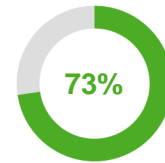
E01. Have you been discriminated against at work, in the past 12 months?



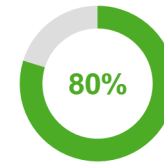
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

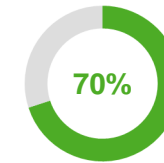
■ % responding positively to W01 - W03   ■ % responding negatively to W04



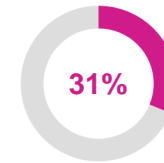
W01. Overall, how satisfied are you with your life nowadays?



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

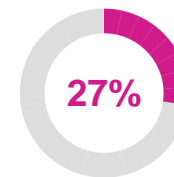


W03. Overall, how happy did you feel yesterday?

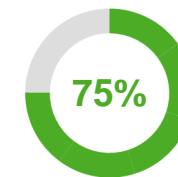


W04. Overall, how anxious did you feel yesterday?

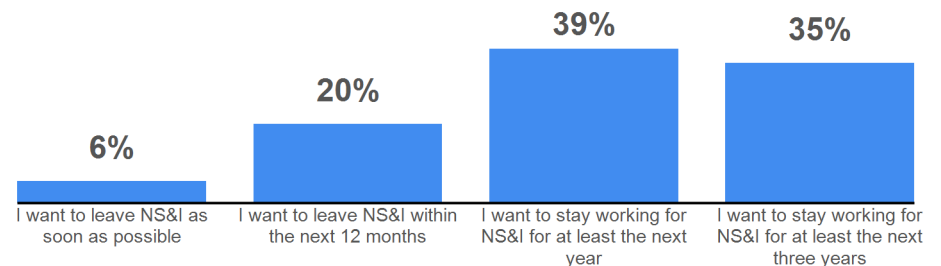
## Proxy Stress Index



## 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	92%	B17 Poor performance is dealt with effectively in my team	38%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	53%
B31 I have the skills I need to do my job effectively	91%	B43 When changes are made in NS&I they are usually for the better	36%	B35 I feel that my pay adequately reflects my performance	40%
B54 I am trusted to carry out my job effectively	90%	B53 Where I work, I think effective action has been taken on the results of the last survey	31%	B42 I feel that change is managed well in NS&I	34%
B09 My manager is considerate of my life outside work	88%	B50 NS&I inspires me to do the best in my job	28%	B23 There are opportunities for me to develop my career in NS&I	29%
B10 My manager is open to my ideas	87%	B45 I have the opportunity to contribute my views before decisions are made that affect me	27%	B36 I am satisfied with the total benefits package	27%

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



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## All questions by theme

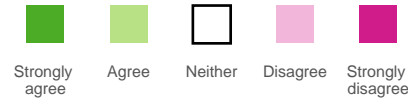
◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My work

81%

+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
B01 I am interested in my work	38	54	5	1	1	92%	+3 ◇	+2 ◇	0
B02 I am sufficiently challenged by my work	31	49	11	7	2	80%	-2	0	-3 ◇
B03 My work gives me a sense of personal accomplishment	26	53	11	8	2	79%	+2 ◇	+1	-2 ◇
B04 I feel involved in the decisions that affect my work	21	47	16	11	5	68%	-1	+8 ◇	+4 ◇
B05 I have a choice in deciding how I do my work	34	49	8	8	1	83%	0	+5 ◇	+1 ◇

### Organisational objectives and purpose

85%

+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
B06 I have a clear understanding of NS&I's objectives	28	55	9	6	2	83%	-1	+1	-3 ◇
B07 I understand how my work contributes to NS&I's objectives	29	58	9	4	1	87%	+3 ◇	+3 ◇	-1 ◇



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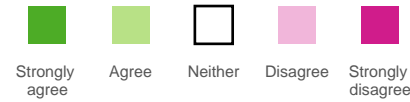
◇ indicates statistically significant difference from comparison  
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### My manager

**73%**

**+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
B08	My manager motivates me to be more effective in my job	28	47	11	10	7	75%	+4 ◇	+4 ◇	0
B09	My manager is considerate of my life outside work	52	37	7	7	7	88%	-1	+2 ◇	-1
B10	My manager is open to my ideas	48	40	6	5	5	87%	0	+4 ◇	+1 ◇
B11	My manager helps me to understand how I contribute to NS&I's objectives	30	46	15	7	7	76%	+4 ◇	+9 ◇	+5 ◇
B12	Overall, I have confidence in the decisions made by my manager	38	41	11	7	7	78%	+2	+2 ◇	-2 ◇
B13	My manager recognises when I have done my job well	36	45	10	7	7	82%	+2 ◇	+1	-2 ◇
B14	I receive regular feedback on my performance	26	46	17	9	7	72%	+2	+3 ◇	0
B15	The feedback I receive helps me to improve my performance	24	42	23	7	7	66%	+6 ◇	+2 ◇	-2 ◇
B16	I think that my performance is evaluated fairly	25	42	19	10	7	67%	-1	-1	-5 ◇
B17	Poor performance is dealt with effectively in my team	12	30	38	13	7	42%	0	+2 ◇	-1



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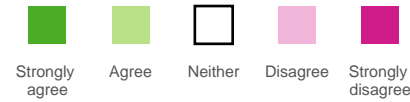
## All questions by theme

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### My team

82%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

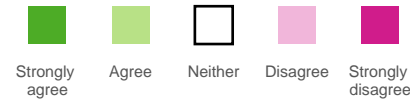
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	44	8	8	8	83%	-2 ◇	-3 ◇	-6 ◇
B19	The people in my team work together to find ways to improve the service we provide	34	47	11	6	6	81%	-6 ◇	-2 ◇	-5 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	33	49	11	5	5	82%	+1	+5 ◇	+2 ◇

### Learning and development

63%

-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
B21	I am able to access the right learning and development opportunities when I need to	31	51	10	7	7	82%	-3 ◇	+17 ◇	+11 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	24	40	26	8	8	64%	-2	+10 ◇	+5 ◇
B23	There are opportunities for me to develop my career in NS&I	16	31	23	20	10	48%	+2	-3 ◇	-10 ◇
B24	Learning and development activities I have completed while working for NS&I are helping me to develop my career	24	36	25	12	12	59%	-1	+9 ◇	+3 ◇



## All questions by theme

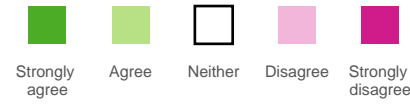
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### Inclusion and fair treatment

**79%**

+2

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

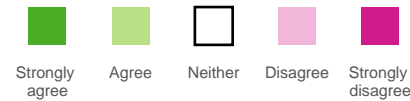
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work	35	45	11	7		80%	+3 ◇	-2 ◇	-5 ◇
B26 I am treated with respect by the people I work with	38	48	8			86%	+2	0	-3 ◇
B27 I feel valued for the work I do	27	44	16	9	5	71%	+3 ◇	+3 ◇	-2 ◇
B28 I think that NS&I respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	37	43	11	8		80%	0	+2 ◇	-2 ◇

### Resources and workload

**76%**

-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
B29 I get the information I need to do my job well	20	48	17	13		69%	-5 ◇	-2 ◇	-7 ◇
B30 I have clear work objectives	18	60	12	8		79%	-5 ◇	+3 ◇	0
B31 I have the skills I need to do my job effectively	35	56	7			91%	-3 ◇	+2 ◇	-1
B32 I have the tools I need to do my job effectively	17	56	11	12		74%	+1	+1	-5 ◇
B33 I have an acceptable workload	13	51	16	14	6	63%	-1	0	-4 ◇
B34 I achieve a good balance between my work life and my private life	26	53	12	8		79%	+6 ◇	+8 ◇	+3 ◇



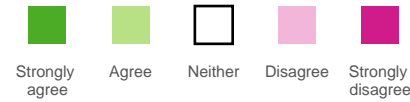
## All questions by theme

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### Pay and benefits

42%

+8 ◇ 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	7	33	20	25	15	40%	+5 ◇	+6 ◇	-1
B36 I am satisfied with the total benefits package	11	44	18	16	12	55%	+14 ◇	+16 ◇	+6 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	8	22	16	31	22	30%	+5 ◇	+3 ◇	-5 ◇

### Leadership and managing change

57%

+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
B38 ExCo in NS&I are sufficiently visible	17	54	16	11	1	71%	+5 ◇	+8 ◇	-2 ◇
B39 I believe the actions of ExCo are consistent with NS&I's values	13	44	24	14	5	57%	-1	+2 ◇	-7 ◇
B40 I believe that ExCo has a clear vision for the future of NS&I	12	38	26	14	10	50%	-4 ◇	0	-10 ◇
B41 Overall, I have confidence in the decisions made by ExCo	13	43	25	16	1	55%	+7 ◇	+4 ◇	-7 ◇
B42 I feel that change is managed well in NS&I	10	30	26	22	12	41%	+6 ◇	+6 ◇	-5 ◇
B43 When changes are made in NS&I they are usually for the better	8	42	36	13	1	50%	0	+14 ◇	+6 ◇
B44 NS&I keeps me informed about matters that affect me	14	53	21	8	1	68%	+1	+7 ◇	-1
B45 I have the opportunity to contribute my views before decisions are made that affect me	13	41	27	15	5	54%	+3 ◇	+13 ◇	+3 ◇
B46 I think it is safe to challenge the way things are done in NS&I	15	50	19	11	5	65%	+2	+16 ◇	+8 ◇





## All questions by theme

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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 NS&I	28	40	23	7	7	69%	-2	+2 ◆	-4 ◆
B48 I would recommend NS&I as a great place to work	25	41	22	10	10	65%	-1	+4 ◆	-4 ◆
B49 I feel a strong personal attachment to NS&I	26	37	19	16	16	63%	+3 ◆	+11 ◆	+5 ◆
B50 NS&I inspires me to do the best in my job	20	35	28	14	14	55%	-2	+3 ◆	-4 ◆
B51 NS&I motivates me to help it achieve its objectives	22	34	24	16	5	56%	-2	+6 ◆	0

### 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 ExCo in NS&I will take action on the results from this survey	14	44	23	13	6	58%	+1	+7 ◆	-2 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	14	38	31	8	9	53%	+9 ◆	+15 ◆	+8 ◆



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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	40	50	7			90%	+1	+1 ◆	-1
B55 I believe I would be supported if I try a new idea, even if it may not work	23	55	14	7		78%	+2	+5 ◆	+2 ◆
B56 In NS&I, people are encouraged to speak up when they identify a serious policy or delivery risk	26	52	13	8		78%	-2	+8 ◆	+3 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	22	47	17	10		70%	+4 ◆	+3 ◆	0
B58 NS&I is committed to creating a diverse and inclusive workplace	30	49	12	7		79%	+2	+2 ◆	-1

### 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'	13	49	18	15		63%	+6 ◆	+5 ◆	-6 ◆

### 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^	24	48	22	5		72%	New	+5 ◆	-1

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

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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?	6	21	52	21	73%	+3 ◇	+5 ◇	+2 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	18	46	34		80%	+3 ◇	+8 ◇	+6 ◇
W03 Overall, how happy did you feel yesterday?	8	22	44	26	70%	-1	+8 ◇	+5 ◇

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?	28	22	19	31	31%	+6 ◇	-1	+1



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### Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave NS&I as soon as possible		6%	-1	-2
I want to leave NS&I within the next 12 months		20%	+3	+5 ◇
I want to stay working for NS&I for at least the next year		39%	-8 ◇	+6 ◇
I want to stay working for NS&I for at least the next three years		35%	+6	-8 ◇

### 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?			89%	+3 ◇	-2 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			70%	0	+5 ◇	-1
D03. Are you confident that if you raised a concern under the Civil Service Code in NS&I it would be investigated properly?			75%	-4 ◇	+3 ◇	-1

## All questions by theme

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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		7%	-4 ✧	-4
No		85%	+3 ✧	+4 ✧
Prefer not to say		8%	+1	0

Of those who said they had experienced discrimination at work in the last 12 months, 100% said it occurred in NS&I while 0% 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	--	
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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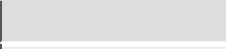
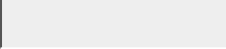
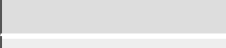
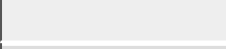


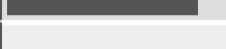

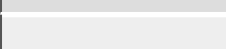

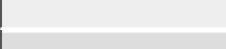
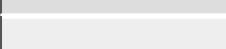

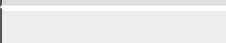


### Bullying and harassment

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

			Difference from previous survey	Difference from CS2019
Yes		<b>13%</b>	+2 ↗	+1
No		<b>81%</b>	-3 ↗	-2 ↗
Prefer not to say		<b>7%</b>	+1	0

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	11	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	11	
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	13	
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	--
A colleague in a different Area/Directorate/ Division of NS&I	--
My manager	--
Another senior member of staff in NS&I	--
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		<b>60%</b>	+35	+9
No		<b>28%</b>	-2	-14
Prefer not to say		<b>12%</b>	-33	+5

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		<b>25%</b>	+9
No		<b>63%</b>	0
Prefer not to say		<b>13%</b>	-9
The bullying and/or harassment has stopped			
Yes		<b>29%</b>	-9
No		<b>50%</b>	+13
Prefer not to say		<b>21%</b>	-3
The culture in my area allows this kind of behaviour to continue			
Yes		<b>57%</b>	+1
No		<b>35%</b>	+9
Prefer not to say		<b>9%</b>	-10
I felt like I was punished for reporting the incident			
Yes		<b>8%</b>	-9
No		<b>75%</b>	+20
Prefer not to say		<b>17%</b>	-10
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		<b>78%</b>	+18
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

### Presenteeism and Absenteeism

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

	Yes	No	% Positive	Difference from benchmark	
LQG1 In the last 12 months, have you come to work, or worked at home, despite not feeling well enough to do your job?*	47	53	53%	+10 ⬠	
<i>For respondents who selected 'Yes' to question LQG1.</i>					
LQG1a Did you feel pressure from your manager to work?*	22	78	78%	-3 ⬠	
LQG1b Did you feel pressure from colleagues to work?*	23	77	77%	-1	
LQG1c Did you put yourself under pressure to work?*	84	16	16%	+3 ⬠	
	Yes	No	Prefer not to say		
LQG2 In the last 12 months, have you used some of your annual leave entitlement to take time off when you were unwell, rather than report this as a sickness absence?*	9	87	5	87%	+1 ⬠
LQG3 In the last 12 months, have you used some of your annual leave entitlement to undertake a piece of work you could not complete on your normal working days?*	22	75		75%	-1 ⬠

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

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQH1 I feel empowered by my manager to do my job	30	52	9	6		83%	+6 ✦
LQH2 The one-to-one conversations I have with my manager are helping me to achieve my full potential	25	41	24	5	5	66%	+3 ✦
	Weekly	Monthly	Quarterly	Annually	Never		
LQH3a In general, how often do you discuss the following with your manager: How well I am meeting my work objectives?	19	43	24	10		-	
LQH3b In general, how often do you discuss the following with your manager: My development needs and career goals?	7	26	31	30	7	-	
LQH3c In general, how often do you discuss the following with your manager: My personal wellbeing and/or work-related stress?	30	32	10	6	21	-	

### Support for Managers

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQI1 I understand what is expected of me as a manager	35	59	5			94%	0
LQI2 As a manager, I feel adequately supported to deliver my responsibilities	25	49	11	13		74%	-5 ✦
LQI3 As a manager, I feel confident in supporting others with their health and wellbeing at work	31	58	7			89%	0
LQI4 As a manager, I feel confident in addressing poor performance in my team	23	50	11	13		73%	-9 ✦

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

### Customer Service

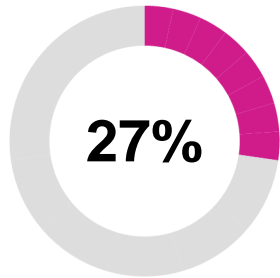
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQM1	I understand my customers' / service users' needs	32	61			5	93%	+2 ⚡
LQM2	My Area/Directorate/Division sets goals that are appropriately aligned to customer / service user requirements	22	52	19		5	74%	+5 ⚡
LQM3	In NS&I, ideas and innovation are increasingly driven by customer / service user experience	15	45	24		14	60%	+5 ⚡
LQM4	I feel supported when faced by unacceptable actions from customers / service users	14	41	39			55%	-5 ⚡

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"

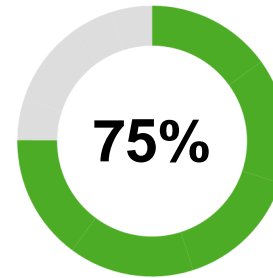


Difference from previous survey	0
Difference from CS2019	-1 ◇
Difference from CS High Performers	+1 ◇

### 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.



Difference from previous survey	+1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	0

### 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	83%
B08 My manager motivates me to be more effective in my job	75%
B18 The people in my team can be relied upon to help when things get difficult in my job	83%
B26 I am treated with respect by the people I work with	86%
B30 I have clear work objectives	79%
B33 I have an acceptable workload	63%
B45 I have the opportunity to contribute my views before decisions are made that affect me	54%
E03 Have you been bullied or harassed at work, in the past 12 months?*	81%

	% positive
B01 I am interested in my work	92%
B03 My work gives me a sense of personal accomplishment	79%
B18 The people in my team can be relied upon to help when things get difficult in my job	83%
W01 Overall, how satisfied are you with your life nowadays?	73%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	80%

## 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 <b>Theme score % positive</b> ), 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>)