



SFO

serious
fraud
office

Serious Fraud Office

Returns : 458

Response rate : 75%

Civil Service People Survey 2019

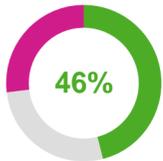
✧ Statistically significant difference from comparison



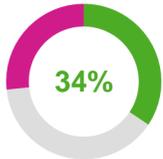


Taking action

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



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



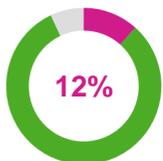
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



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



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

Wellbeing

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



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



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



W03. Overall, how happy did you feel yesterday?



W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index



PERMA Index



Your plans for the future





Headline scores

Highest positive scoring questions		Highest neutral scoring questions		Highest negative scoring questions	
	% Positive		% Neutral		% Negative
B31 I have the skills I need to do my job effectively	92%	B43 When changes are made in the SFO they are usually for the better	47%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	66%
B01 I am interested in my work	89%	B17 Poor performance is dealt with effectively in my team	40%	B35 I feel that my pay adequately reflects my performance	59%
B54 I am trusted to carry out my job effectively	84%	B53 Where I work, I think effective action has been taken on the results of the last survey	39%	B36 I am satisfied with the total benefits package	53%
B09 My manager is considerate of my life outside work	84%	B42 I feel that change is managed well in the SFO	38%	B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	36%
B26 I am treated with respect by the people I work with	83%	B40 I believe that the senior management team have a clear vision for the future of the SFO	36%	B42 I feel that change is managed well in the SFO	35%

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



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All questions by theme

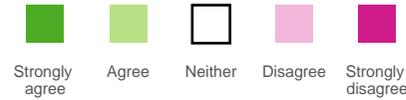
◆ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My work

71%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



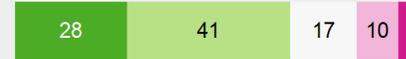
89%

-2

-1 ◆

-4 ◆

B02 I am sufficiently challenged by my work



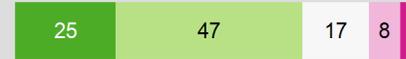
69%

-2

-11 ◆

-14 ◆

B03 My work gives me a sense of personal accomplishment



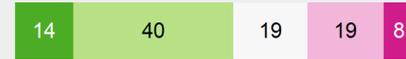
72%

-1

-6 ◆

-8 ◆

B04 I feel involved in the decisions that affect my work



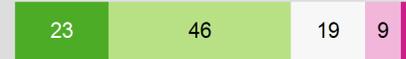
55%

+2

-5 ◆

-10 ◆

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



69%

+1

-9 ◆

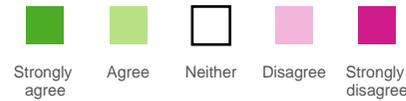
-13 ◆

Organisational objectives and purpose

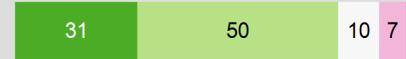
82%

-2

Difference from previous survey



B06 I have a clear understanding of the SFO's objectives



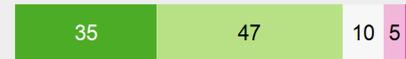
81%

-3 ◆

-1

-5 ◆

B07 I understand how my work contributes to the SFO's objectives



82%

-2

-2 ◆

-6 ◆



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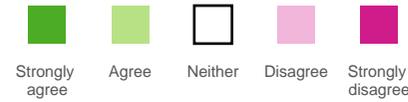
◆ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

67%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	25	42	20	8	5	67%	+2	-5 ◆	-9 ◆
B09	My manager is considerate of my life outside work	51	33	11	5	0	84%	-1	-3 ◆	-5 ◆
B10	My manager is open to my ideas	40	41	13	5	0	81%	0	-3 ◆	-6 ◆
B11	My manager helps me to understand how I contribute to the SFO's objectives	22	41	26	8	5	63%	-1	-4 ◆	-9 ◆
B12	Overall, I have confidence in the decisions made by my manager	32	43	15	5	5	75%	-1	-1	-5 ◆
B13	My manager recognises when I have done my job well	32	48	12	5	5	79%	+3	-1	-4 ◆
B14	I receive regular feedback on my performance	21	41	21	13	0	61%	+5 ◆	-7 ◆	-11 ◆
B15	The feedback I receive helps me to improve my performance	20	39	28	9	5	59%	+1	-6 ◆	-9 ◆
B16	I think that my performance is evaluated fairly	22	42	24	7	5	64%	-1	-4 ◆	-7 ◆
B17	Poor performance is dealt with effectively in my team	9	26	40	11	13	36%	-4 ◆	-4 ◆	-8 ◆



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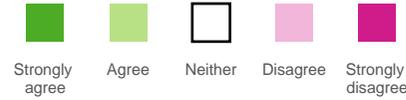
◆ indicates statistically significant difference from comparison
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My team

76%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

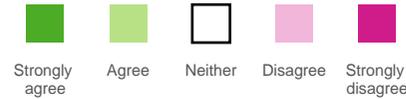
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	33	50	11	7	1	82%	0	-4 ◆	-6 ◆
B19	The people in my team work together to find ways to improve the service we provide	28	49	15	7	1	76%	0	-6 ◆	-10 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	24	46	19	8	1	70%	+1	-7 ◆	-10 ◆

Learning and development

53%

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
B21	I am able to access the right learning and development opportunities when I need to	17	43	23	11	5	60%	0	-4 ◆	-11 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	17	39	26	12	6	56%	+2	+1	-4 ◆
B23	There are opportunities for me to develop my career in the SFO	10	33	26	21	10	43%	-1	-7 ◆	-14 ◆
B24	Learning and development activities I have completed while working for the SFO are helping me to develop my career	14	37	28	12	8	52%	0	+2	-4 ◆



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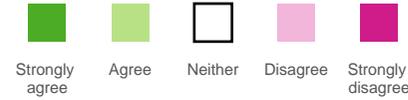
◆ indicates statistically significant difference from comparison
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Inclusion and fair treatment

75%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

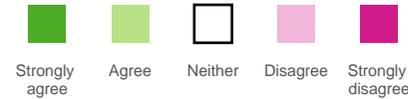
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	31	48	13	5	5	79%	+1	-3 ◆	-6 ◆
B26	I am treated with respect by the people I work with	33	50	9	6	6	83%	+1	-3 ◆	-6 ◆
B27	I feel valued for the work I do	22	41	20	11	6	63%	-3	-6 ◆	-10 ◆
B28	I think that the SFO respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	28	48	15	6	6	76%	-3	-2	-5 ◆

Resources and workload

75%

-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
B29	I get the information I need to do my job well	13	54	18	11	6	67%	-6 ◆	-4 ◆	-8 ◆
B30	I have clear work objectives	18	54	17	9	6	71%	-1	-5 ◆	-8 ◆
B31	I have the skills I need to do my job effectively	29	63	5	5	6	92%	-1	+3 ◆	0
B32	I have the tools I need to do my job effectively	18	51	14	11	6	69%	-5 ◆	-4 ◆	-10 ◆
B33	I have an acceptable workload	16	54	14	14	6	70%	-1	+6 ◆	+2
B34	I achieve a good balance between my work life and my private life	28	52	10	7	7	81%	0	+9 ◆	+5 ◆



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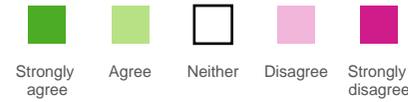
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Pay and benefits

22%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

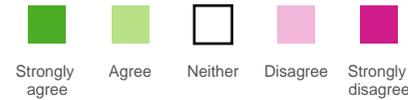
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	22	16	33	26	25%	+2	-9 ◇	-16 ◇	
B36 I am satisfied with the total benefits package	20	25	31	22	23%	0	-16 ◇	-26 ◇	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	17	14	31	35	20%	+1	-8 ◇	-16 ◇	

Leadership and managing change

42%

-3

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 Senior Managers in the SFO are sufficiently visible	11	40	21	19	10	51%	-1	-12 ◇	-22 ◇
B39 I believe the actions of Senior Managers are consistent with the SFO's values	10	35	33	10	11	45%	-5 ◇	-9 ◇	-19 ◇
B40 I believe that the senior management team have a clear vision for the future of the SFO	10	32	36	13	10	41%	-6 ◇	-9 ◇	-20 ◇
B41 Overall, I have confidence in the decisions made by the SFO's Senior Managers	11	32	33	13	12	43%	-6 ◇	-9 ◇	-20 ◇
B42 I feel that change is managed well in the SFO	24	38	25	10	28%	-7 ◇	-7 ◇	-18 ◇	
B43 When changes are made in the SFO they are usually for the better	5	28	47	14	7	33%	-3	-3 ◇	-11 ◇
B44 The SFO keeps me informed about matters that affect me	9	51	23	11	6	60%	0	0	-8 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	6	31	32	20	10	38%	+4 ◇	-3 ◇	-13 ◇
B46 I think it is safe to challenge the way things are done in the SFO	9	34	30	17	9	43%	-1	-6 ◇	-13 ◇



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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 the SFO	27	43	22			70%	-4 ◆	+3 ◆	-3 ◆
B48 I would recommend the SFO as a great place to work	15	38	29	11	6	53%	-4 ◆	-8 ◆	-16 ◆
B49 I feel a strong personal attachment to the SFO	18	36	25	15	6	54%	0	+1	-5 ◆
B50 The SFO inspires me to do the best in my job	15	37	29	14	5	52%	+2	-1	-8 ◆
B51 The SFO motivates me to help it achieve its objectives	13	35	31	14	7	48%	+1	-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 Senior Managers in the SFO will take action on the results from this survey	10	36	27	17	10	46%	+1	-5 ◆	-14 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	9	26	39	17	10	34%	+8 ◆	-4 ◆	-10 ◆



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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	32	52	10			84%	-4 ◇	-5 ◇	-7 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	19	49	20	9		68%	+1	-5 ◇	-8 ◇
B56 In the SFO, people are encouraged to speak up when they identify a serious policy or delivery risk	19	45	22	8	6	64%	0	-6 ◇	-11 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	15	43	24	13	5	58%	-7 ◇	-8 ◇	-12 ◇
B58 The SFO is committed to creating a diverse and inclusive workplace	24	50	16	7		74%	-3 ◇	-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'	9	37	18	25	11	46%	+11 ◇	-12 ◇	-23 ◇

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	21	38	30	8		59%	New	-8 ◇	-14 ◇

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?	11	26	51	11	63%	0	-5 ◆	-8 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	22	51	18	69%	+1	-2 ◆	-5 ◆
W03 Overall, how happy did you feel yesterday?	14	24	45	16	62%	0	-1	-3 ◆

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?	21	28	25	26	26%	-3 ◆	-6 ◆	-5 ◆



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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave the SFO as soon as possible		11%	-2	+4
I want to leave the SFO within the next 12 months		26%	+2	+11 ◇
I want to stay working for the SFO for at least the next year		41%	+3	+8 ◇
I want to stay working for the SFO for at least the next three years		21%	-3	-22 ◇

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?		10	90%	-1	-2 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		41	59%	-5 ◇	-7 ◇	-13 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the SFO it would be investigated properly?		37	63%	-4 ◇	-9 ◇	-13 ◇



All questions by theme

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^ 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		12%	-1	+1
No		81%	-1	-1
Prefer not to say		7%	+1	-1

Of those who said they had experienced discrimination at work in the last 12 months, 70% said it occurred in the SFO while 30% 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	13	
Gender reassignment or perceived gender	--	
Grade or responsibility level	14	
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 '--'



All questions by theme

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^ 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%	0	0
No		81%	-2	-1
Prefer not to say		7%	+2 ◇	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	18	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	12	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	22	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	25	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	15	
Treated less favourably to others	22	
Ignored, excluded, marginalised	19	
Undermining or taking credit for my work	18	
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	15	
A colleague in a different Area/Directorate/ Division of the SFO	--	
My manager	16	
Another senior member of staff in the SFO	15	
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	58%	+25 ◇	+8 ◇
No	38%	-16 ◇	-4
Prefer not to say	4%	-9	-3

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	12%	-4
No	78%	+16 ◇
Prefer not to say	10%	-11
The bullying and/or harassment has stopped		
Yes	52%	+14 ◇
No	30%	-7 ◇
Prefer not to say	18%	-6
The culture in my area allows this kind of behaviour to continue		
Yes	61%	+6
No	33%	+7
Prefer not to say	6%	-12
I felt like I was punished for reporting the incident		
Yes	14%	-4
No	72%	+17 ◇
Prefer not to say	14%	-13
I moved to another team or role to avoid the behaviour		
Yes	Results for this response have been suppressed to protect the anonymity of the other respondents	
No	54%	-7 ◇
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses	



SFO

serious
fraud
office

Returns : 458

Response rate : 75%

Serious Fraud Office

Civil Service People Survey 2019

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"

		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 the SFO*	Yes: 28%		No: 66%		Prefer not to say: 6%	66%	-2 ◆
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	19	49	29			68%	0
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	14	33	26	22	6	46%	-7 ◆
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	27	31	23	10	36%	-6 ◆

Wellbeing at Work

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	8	20	13	40	19	59%	+8 ◆
LQF2	The people in my team genuinely care about my wellbeing	25	50	20			75%	-4 ◆
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	25	44	21	5		70%	0
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 84%		No: 16%			84%	-2

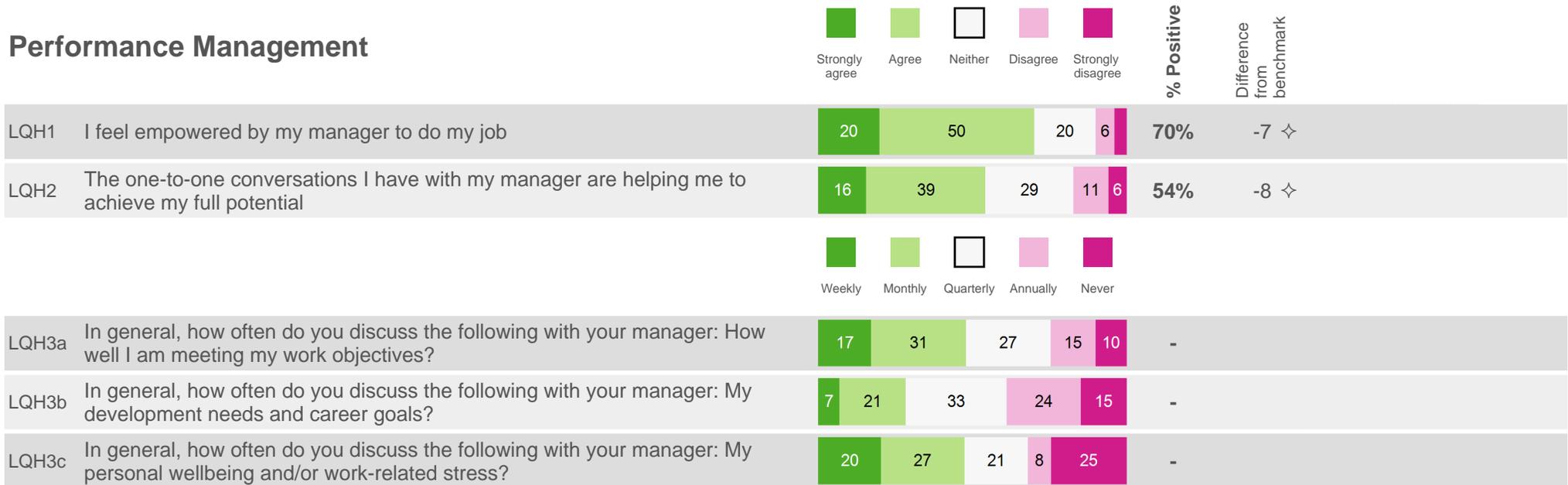
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



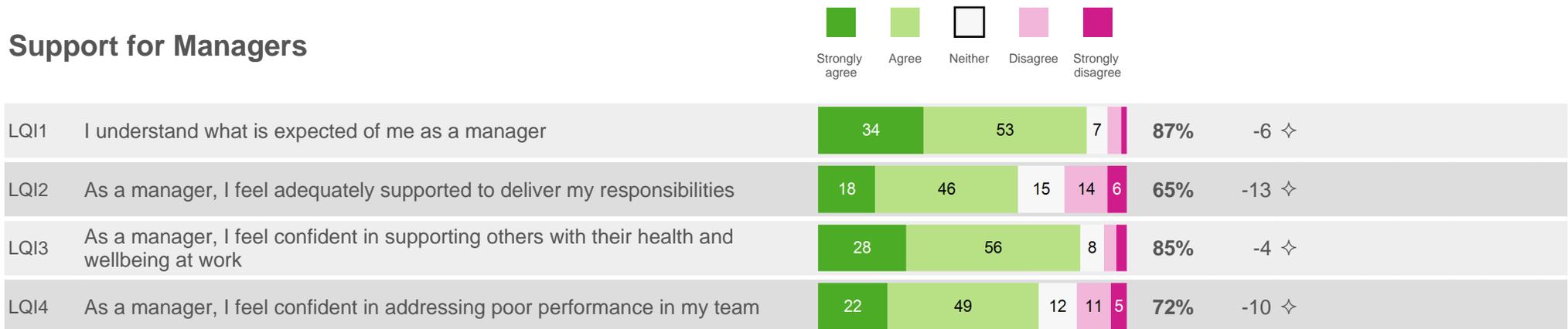
Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Performance Management



Support for Managers



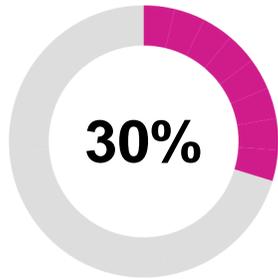
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



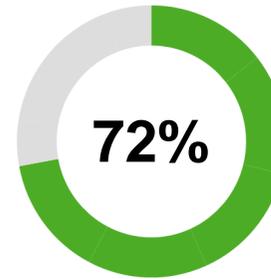
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



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



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

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	69%
B08	My manager motivates me to be more effective in my job	67%
B18	The people in my team can be relied upon to help when things get difficult in my job	82%
B26	I am treated with respect by the people I work with	83%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	70%
B45	I have the opportunity to contribute my views before decisions are made that affect me	38%
E03	Have you been bullied or harassed at work, in the past 12 months?*	81%

% positive

B01	I am interested in my work	89%
B03	My work gives me a sense of personal accomplishment	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	82%
W01	Overall, how satisfied are you with your life nowadays?	63%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	69%



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>)