


Returns : 309

Response rate : 49%

Civil Service People Survey 2014

 Strength of association with engagement

◇ Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.



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Civil Service People Survey 2014

The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
Leadership and Managing Change		55%	0	+12 ✧	+5 ✧
My work		79%	+2	+3	0
My manager		72%	+1	+5 ✧	+1
My team		82%	0	+2	-1
Organisational objectives and purpose		85%	-4 ✧	+2	-3
Resources and workload		75%	-1	+1	-2
Pay and benefits		27%	-2	-1	-8 ✧
Learning and development		49%	-2	0	-6 ✧
Inclusion and fair treatment		82%	+4 ✧	+7 ✧	+4 ✧

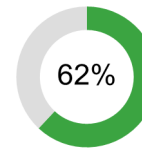


Strength of association with engagement

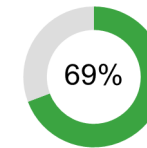


Statistically significant difference from comparison

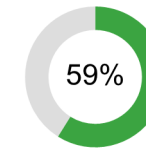
Wellbeing



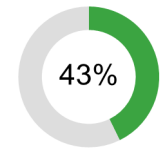
Overall, how satisfied are you with your life nowadays?



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

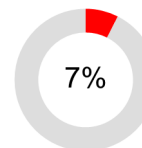


Overall, how happy did you feel yesterday?

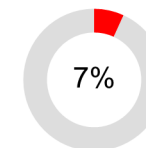


No or low anxiety yesterday

Discrimination, bullying and harassment

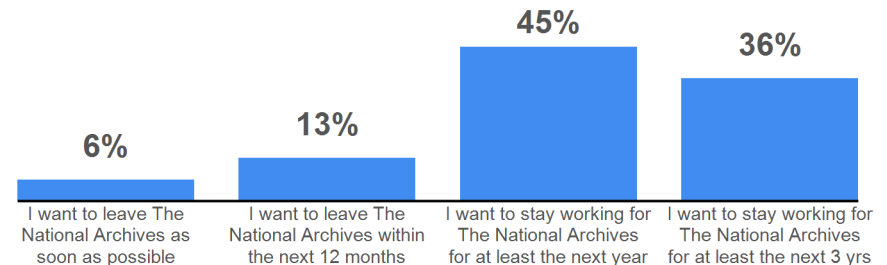


During the past 12 months have you personally experienced discrimination at work?



During the past 12 months have you personally experienced bullying or harassment at work?

Your plans for the future



Returns : 309

Response rate : 49%

Civil Service People Survey 2014

All questions by theme

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

My work

79% +2
 Difference from previous survey



Strength of association with engagement



% Positive
 Difference from previous survey
 Difference from CS2014
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B01 I am interested in my work	50	41	6			91%	+2	+1	-1
B02 I am sufficiently challenged by my work	37	40	12	9		77%	0	-2	-5 ◆
B03 My work gives me a sense of personal accomplishment	35	42	15	6		77%	-2	+2	-1
B04 I feel involved in the decisions that affect my work	24	41	19	12		65%	+1	+9 ◆	+3
B05 I have a choice in deciding how I do my work	34	50	11			83%	+6 ◆	+8 ◆	+3 ◆

Organisational objectives and purpose

85% -4
 Difference from previous survey



Strength of association with engagement



% Positive
 Difference from previous survey
 Difference from CS2014
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B06 I have a clear understanding of The National Archives' purpose	39	51	6			90%	-2	+5 ◆	0
B07 I have a clear understanding of The National Archives' objectives	27	54	14	5		81%	-4 ◆	0	-5 ◆
B08 I understand how my work contributes to The National Archives' objectives	36	48	11	5		84%	-5 ◆	0	-4 ◆

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Civil Service People Survey 2014

All questions by theme

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My manager

72% +1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B09	My manager motivates me to be more effective in my job	27	43	17	9	2	70%	-3	+2	-2
B10	My manager is considerate of my life outside work	46	40	10	2	2	87%	+5 ◆	+6 ◆	+1
B11	My manager is open to my ideas	44	42	9	2	2	86%	+3	+6 ◆	+2
B12	My manager helps me to understand how I contribute to The National Archives' objectives	22	44	23	9	2	66%	-2	+2	-3
B13	Overall, I have confidence in the decisions made by my manager	35	43	12	8	2	77%	0	+4 ◆	0
B14	My manager recognises when I have done my job well	37	48	9	2	2	85%	+4 ◆	+7 ◆	+4 ◆
B15	I receive regular feedback on my performance	25	44	18	10	2	69%	-1	+4 ◆	+1
B16	The feedback I receive helps me to improve my performance	23	43	23	9	2	66%	-2	+4 ◆	0
B17	I think that my performance is evaluated fairly	27	46	14	10	2	73%	+2	+10 ◆	+6 ◆
B18	Poor performance is dealt with effectively in my team	11	31	37	13	8	42%	-1	+3	-1

My team

82% 0

Difference from previous survey



Strength of association with engagement



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B19	The people in my team can be relied upon to help when things get difficult in my job	42	41	10	5	2	83%	0	-1	-4 ◆
B20	The people in my team work together to find ways to improve the service we provide	37	46	13	2	2	84%	+1	+4 ◆	+1
B21	The people in my team are encouraged to come up with new and better ways of doing things	34	44	16	2	2	78%	+1	+4 ◆	0

Returns : 309

Response rate : 49%

Civil Service People Survey 2014

All questions by theme

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

Learning and development

49% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	16	49	23	9		65%	+4	+3	-2
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	32	37	17		44%	-3	-7 ◆	-13 ◆
B24	There are opportunities for me to develop my career in The National Archives	11	31	30	18	10	42%	-5 ◆	0	-7 ◆
B25	Learning and development activities I have completed while working for The National Archives are helping me to develop my career	12	32	38	12	6	44%	-4	+1	-5 ◆

Inclusion and fair treatment

82% +4

Difference from previous survey



Strength of association with engagement



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B26	I am treated fairly at work	36	47	10			83%	+3	+4 ◆	+1
B27	I am treated with respect by the people I work with	37	50	8			87%	+2	+3	0
B28	I feel valued for the work I do	26	47	16	8		73%	+5 ◆	+8 ◆	+4
B29	I think that The National Archives respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	34	51	10			85%	+6 ◆	+12 ◆	+7 ◆

Returns : 309

Response rate : 49%

Civil Service People Survey 2014

All questions by theme

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 ^ indicates a variation in question wording from your previous survey

Resources and workload **75%** -1

Difference from previous survey



Strength of association with engagement



% Positive
 Difference from previous survey
 Difference from CS2014
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	29	58	8	3	2	86%	+1	+3	0
B31 I get the information I need to do my job well	17	56	17	8	1	73%	0	+3	-1
B32 I have clear work objectives	26	50	17	5	2	76%	-2	0	-4 ◆
B33 I have the skills I need to do my job effectively	36	56	7	1	1	92%	+1	+3 ◆	+1
B34 I have the tools I need to do my job effectively	21	52	14	11	2	72%	-2	+1	-3
B35 I have an acceptable workload	14	48	20	13	5	62%	0	+3	-4 ◆
B36 I achieve a good balance between my work life and my private life	20	47	19	10	4	67%	-1	+1	-7 ◆

Pay and benefits **27%** -2

Difference from previous survey



Strength of association with engagement



% Positive
 Difference from previous survey
 Difference from CS2014
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	21	22	31	22	2	25%	-1	-4 ◆	-11 ◆
B38 I am satisfied with the total benefits package	5	30	31	23	11	35%	-2	+4	-4 ◆
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	18	23	32	23	4	21%	-1	-3	-10 ◆

All questions by theme

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

Leadership and Managing Change

55% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B40	I feel that The National Archives as a whole is managed well	10	57	22	7	7	68%	-4	+22 ◆	+12 ◆
B41	Senior managers in The National Archives are sufficiently visible	12	50	22	12	7	62%	-2	+9 ◆	0
B42	I believe the actions of senior managers are consistent with The National Archives' values	9	42	36	9	7	51%	-4	+4	-5 ◆
B43	I believe that the Executive Team has a clear vision for the future of The National Archives	8	41	38	9	7	49%	-6 ◆	+4 ◆	-4
B44	Overall, I have confidence in the decisions made by The National Archives' senior managers	9	45	36	7	7	54%	-1	+10 ◆	+3
B45	I feel that change is managed well in The National Archives	5	42	35	15	7	46%	-2	+14 ◆	+7 ◆
B46	When changes are made in The National Archives they are usually for the better	5	37	45	9	7	42%	+4	+12 ◆	+5 ◆
B47	The National Archives keeps me informed about matters that affect me	13	56	23	6	7	69%	-1	+11 ◆	+6 ◆
B48	I have the opportunity to contribute my views before decisions are made that affect me	10	45	29	13	7	55%	+7 ◆	+19 ◆	+12 ◆
B49	I think it is safe to challenge the way things are done in The National Archives	9	43	29	14	7	52%	+4	+11 ◆	+4

All questions by theme

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

Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B50 I am proud when I tell others I am part of The National Archives	36	45	14	5	0	81%	+3	+22 ◆	+15 ◆
B51 I would recommend The National Archives as a great place to work	26	44	22	5	0	70%	+3	+21 ◆	+10 ◆
B52 I feel a strong personal attachment to The National Archives	26	35	25	10	0	62%	+1	+14 ◆	+8 ◆
B53 The National Archives inspires me to do the best in my job	21	42	25	9	0	63%	+6 ◆	+18 ◆	+12 ◆
B54 The National Archives motivates me to help it achieve its objectives	16	42	29	8	5	58%	+7 ◆	+15 ◆	+8 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B55 I believe that senior managers in The National Archives will take action on the results from this survey	7	42	29	15	7	49%	+4	+4 ◆	-4 ◆
B56 I believe that managers where I work will take action on the results from this survey	12	45	24	14	6	56%	+6 ◆	+1	-4 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	5	24	49	15	7	29%	-2	-6 ◆	-11 ◆

Returns : 309

Response rate : 49%

Civil Service People Survey 2014

All questions by theme

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

Organisational Culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	39	55				94%	+4 ◆	+6 ◆	+4 ◆
B59 I believe I would be supported if I try a new idea, even if it may not work	25	53	17	5		77%	+4	+9 ◆	+5 ◆
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	23	50	20	6		73%	+2	+8 ◆	+2
B61 When I talk about The National Archives I say "we" rather than "they"	32	50	12	6		81%	+4 ◆	+13 ◆	+3
B62 I have some really good friendships at work	29	44	21	6		73%	-2	-3	-7 ◆

Returns : 309

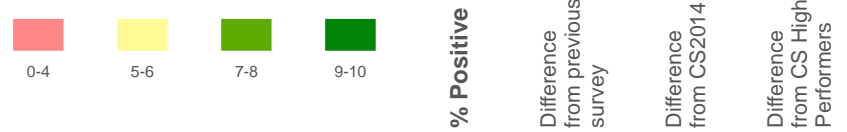
Response rate : 49%

Civil Service People Survey 2014

All questions by theme

◆ indicates statistically significant difference from comparison
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Wellbeing



Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, 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. For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.

Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	12	26	53	9	62%	-1	-2	-4 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	22	53	16	69%	0	0	-3
W03 Overall, how happy did you feel yesterday?	18	23	45	14	59%	+3	-1	-4 ◆
W04 Overall, how anxious did you feel yesterday?	16	27	27	30	43%	0	-7 ◆	-10 ◆



All questions by theme

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

Your plans for the future

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

			Difference from previous survey	Difference from CS2014	Difference from CS High Performers
I want to leave The National Archives as soon as possible		6%	-1	-1	-4
I want to leave The National Archives within the next 12 months		13%	-2	-1	-5 ◇
I want to stay working for The National Archives for at least the next year		45%	+7 ◇	+14 ◇	+8 ◇
I want to stay working for The National Archives for at least the next 3 yrs		36%	-4	-10 ◇	-18 ◇

The Civil Service Code

Differences are based on '% Yes' score

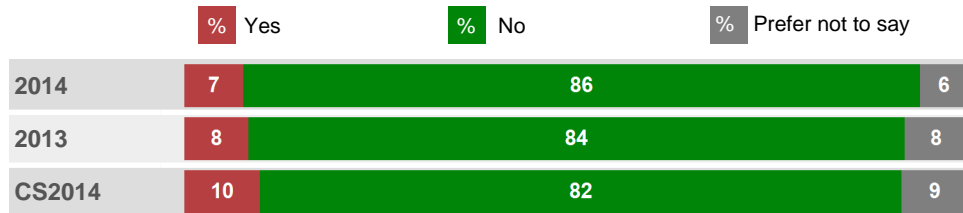
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		11	89%	+6 ◇	-1	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		44	56%	+2	-8 ◇	-15 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in The National Archives it would be investigated properly?		25	75%	+4	+7 ◇	+2

All questions by theme

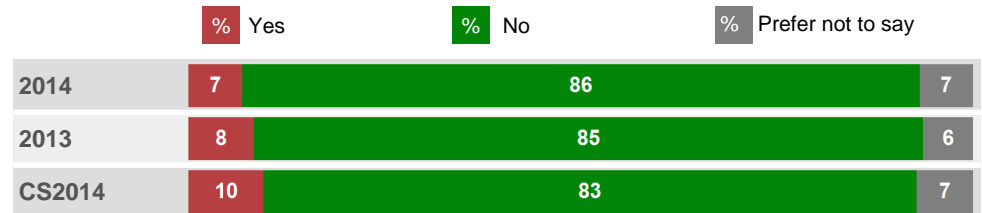
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

Discrimination, harassment and bullying

E01. During the past 12 months, have you personally experienced discrimination at work?



E03. During the past 12 months, have you personally experienced bullying or harassment at work?



For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)

Ground	Response Count
Age	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	--
Main spoken/written language or language ability	--
Religion or belief	--
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 '--'

For respondents who selected 'Yes' to question E03.

E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

Who	Response Count
A colleague	--
Your manager	--
Another manager in my part of The National Archives	--
Someone you manage	--
Someone who works for another part of The National Archives	--
A member of the public	--
Someone else	--
Prefer not to say	--

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

Returns : 309

Response rate : 49%

Civil Service People Survey 2014

All questions by theme

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 ^ indicates a variation in question wording from your previous survey

TNA questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01 I understand how where I work fits into MoJ	Yes: 60%		No: 40%			60%	0
F02 I have had a formal performance review in the last 12 months	Yes: 92%		No: 8%			92%	-1
F03 My line manager uses coaching skills effectively	16	41	25	13	5	57%	+2
F04 Overall I am satisfied with the job I do	22	58	13	6		80%	-2
F05 I have a clear understanding of The National Archives' public responsibility and task	31	56	9			88%	0
F06 The National Archives' actions are consistent with its values	16	54	23	5		70%	+1
F07 I believe that The National Archives cares about the wellbeing of its staff	26	52	16			78%	+5 ◆
F08 I review my learning and development needs with my manager on a regular basis	13	36	25	20	6	49%	-4
F09 My manager encourages me to make time for learning and development	19	41	23	12		61%	+1

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).
Previous survey	Comparisons to the previous survey relate to the results from the 2013 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.
CS2014	The CS2014 benchmark is the median percent positive across all organisations that participated in the 2014 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2014 Civil Service People Survey.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

Statistical significance: ✨

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2014 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

The employee engagement index


The survey includes five questions that make up the engagement index (B50-B54). 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.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

strength of association
with engagement



 the analysis has not identified a significant association with engagement

Confidentiality

The survey was carried out as part of the 2014 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International 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 less 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.