

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

✧ Statistically significant difference from comparison



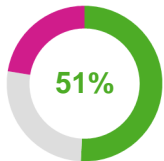
Returns : 392

Response rate : 78%

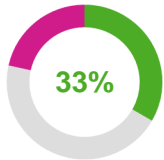
Civil Service People Survey 2019

## Taking action

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



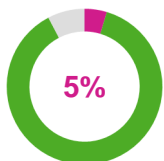
B52. I believe that senior managers in The National Archives will take action on the results from this survey



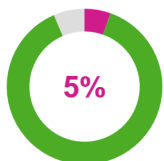
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



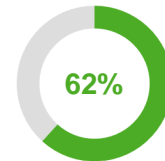
E01. Have you been discriminated against at work, in the past 12 months?



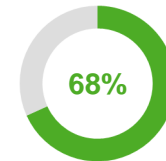
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

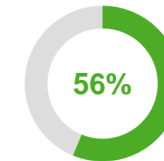
■ % responding positively to W01 - W03   ■ % responding negatively to W04



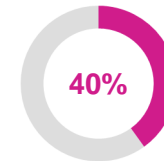
W01. Overall, how satisfied are you with your life nowadays?



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

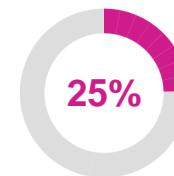


W03. Overall, how happy did you feel yesterday?

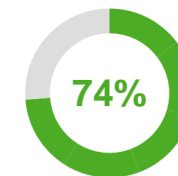


W04. Overall, how anxious did you feel yesterday?

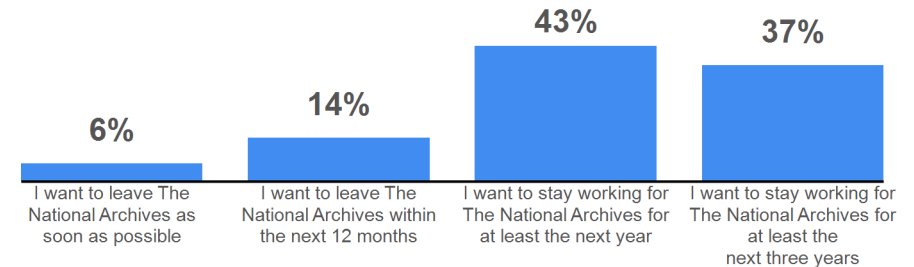
## Proxy Stress Index



## PERMA Index



## Your plans for the future



## Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	93%	B53 Where I work, I think effective action has been taken on the results of the last survey	45%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	68%
B09 My manager is considerate of my life outside work	92%	B17 Poor performance is dealt with effectively in my team	42%	B35 I feel that my pay adequately reflects my performance	59%
B31 I have the skills I need to do my job effectively	91%	B43 When changes are made in The National Archives they are usually for the better	37%	B36 I am satisfied with the total benefits package	42%
B01 I am interested in my work	91%	B42 I feel that change is managed well in The National Archives	33%	B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	30%
B26 I am treated with respect by the people I work with	89%	B24 Learning and development activities I have completed while working for The National Archives are helping me to develop my career	31%	B23 There are opportunities for me to develop my career in The National Archives	24%

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

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

## All questions by theme

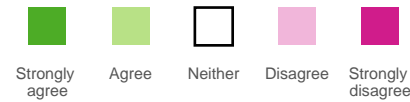
◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My work

81%

+2

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	55	36	5	1	1	91%	-2	+1	-1 ◇
B02 I am sufficiently challenged by my work	40	43	7	7	3	83%	+2	+3 ◇	0
B03 My work gives me a sense of personal accomplishment	36	45	13	4	2	81%	+1	+3 ◇	+1
B04 I feel involved in the decisions that affect my work	22	44	17	12	5	66%	+5 ◇	+6 ◇	+2
B05 I have a choice in deciding how I do my work	38	48	6	6	2	86%	+4 ◇	+8 ◇	+4 ◇

### Organisational objectives and purpose

87%

+4 ◇

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 The National Archives' objectives	31	55	9	3	2	86%	+4 ◇	+4 ◇	0
B07 I understand how my work contributes to The National Archives' objectives	34	54	9	3	2	88%	+5 ◇	+4 ◇	0

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

## All questions by theme

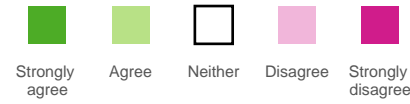
◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My manager

**74%**

**+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	34	41	14	8	8	75%	+4 ◇	+4 ◇	0
B09	My manager is considerate of my life outside work	57	35	5	5	0	92%	+6 ◇	+6 ◇	+3 ◇
B10	My manager is open to my ideas	47	39	8	8	0	87%	0	+4 ◇	+1
B11	My manager helps me to understand how I contribute to The National Archives' objectives	30	40	20	8	2	70%	-4 ◇	+3 ◇	-1
B12	Overall, I have confidence in the decisions made by my manager	38	43	11	6	2	81%	+3	+4 ◇	0
B13	My manager recognises when I have done my job well	40	44	9	6	2	83%	-1	+3 ◇	0
B14	I receive regular feedback on my performance	32	39	13	11	7	72%	+1	+3 ◇	-1
B15	The feedback I receive helps me to improve my performance	31	37	19	10	5	68%	+1	+3 ◇	0
B16	I think that my performance is evaluated fairly	31	43	17	7	2	74%	+4 ◇	+6 ◇	+2 ◇
B17	Poor performance is dealt with effectively in my team	10	32	42	12	4	42%	+1	+2	-2

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

## All questions by theme

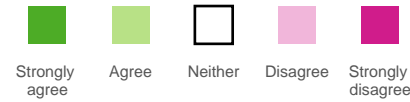
◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My team

83%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

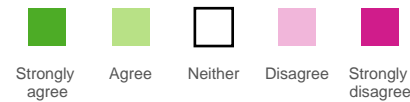
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	41	43	8	6		84%	-1	-2 ◇	-4 ◇
B19	The people in my team work together to find ways to improve the service we provide	36	47	10	5		84%	0	+1	-3 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	38	43	11	5		81%	0	+4 ◇	+1

### Learning and development

57%

+9 ◇

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	19	50	22	6		69%	+8 ◇	+5 ◇	-2
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	19	39	31	9		58%	+12 ◇	+3 ◇	-2
B23	There are opportunities for me to develop my career in The National Archives	12	36	28	17	7	48%	+6 ◇	-3 ◇	-10 ◇
B24	Learning and development activities I have completed while working for The National Archives are helping me to develop my career	16	38	31	9	5	55%	+9 ◇	+4 ◇	-1

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

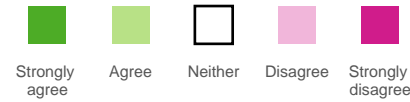
## All questions by theme

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

### Inclusion and fair treatment

84%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

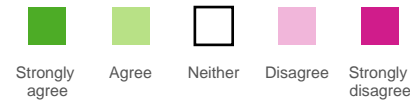
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work	42	44	8	8	0	86%	+4 ◇	+5 ◇	+2 ◇
B26 I am treated with respect by the people I work with	44	45	8	8	0	89%	0	+3 ◇	0
B27 I feel valued for the work I do	32	42	13	9	5	73%	+2	+5 ◇	0
B28 I think that The National Archives respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	34	52	10	10	0	86%	+6 ◇	+8 ◇	+4 ◇

### Resources and workload

77%

+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
B29 I get the information I need to do my job well	17	59	15	8	0	75%	0	+4 ◇	0
B30 I have clear work objectives	21	58	14	6	0	79%	+1	+3 ◇	0
B31 I have the skills I need to do my job effectively	34	58	7	7	0	91%	+2 ◇	+3 ◇	0
B32 I have the tools I need to do my job effectively	21	54	14	10	0	75%	+5 ◇	+2 ◇	-4 ◇
B33 I have an acceptable workload	15	52	13	15	0	68%	+8 ◇	+4 ◇	0
B34 I achieve a good balance between my work life and my private life	22	51	15	8	0	74%	+3	+2 ◇	-2 ◇

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

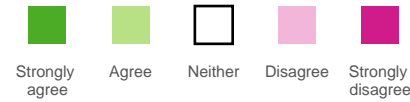
## All questions by theme

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

### Pay and benefits

25%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

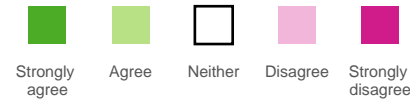
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	19	18	35	24	23%	+3 ◇	-11 ◇	-18 ◇	
B36 I am satisfied with the total benefits package	6	28	24	27	14	34%	+3 ◇	-5 ◇	-14 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	15	14	35	33	19%	+3 ◇	-9 ◇	-16 ◇	

### Leadership and managing change

59%

+9 ◇ 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 National Archives are sufficiently visible	16	53	18	10	69%	+4 ◇	+6 ◇	-4 ◇	
B39 I believe the actions of senior managers are consistent with The National Archives' values	15	51	26	6	66%	+11 ◇	+11 ◇	+2	
B40 I believe that the Executive Team has a clear vision for the future of The National Archives	18	51	23	6	69%	+14 ◇	+19 ◇	+8 ◇	
B41 Overall, I have confidence in the decisions made by The National Archives' senior managers	14	46	28	9	59%	+10 ◇	+8 ◇	-3 ◇	
B42 I feel that change is managed well in The National Archives	6	38	33	18	5	43%	+8 ◇	+8 ◇	-2
B43 When changes are made in The National Archives they are usually for the better	7	41	37	12	5	48%	+13 ◇	+12 ◇	+4 ◇
B44 The National Archives keeps me informed about matters that affect me	11	61	20	5	72%	+9 ◇	+12 ◇	+4 ◇	
B45 I have the opportunity to contribute my views before decisions are made that affect me	8	43	29	14	5	52%	0	+11 ◇	+1
B46 I think it is safe to challenge the way things are done in The National Archives	10	44	30	12	5	54%	+7 ◇	+5 ◇	-2



## All questions by theme

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

### Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of The National Archives	37	45	14	7	8	82%	+7 ◇	+16 ◇	+10 ◇
B48 I would recommend The National Archives as a great place to work	30	40	21	7	7	69%	+9 ◇	+8 ◇	0
B49 I feel a strong personal attachment to The National Archives	28	37	24	8	7	66%	+5 ◇	+13 ◇	+7 ◇
B50 The National Archives inspires me to do the best in my job	25	37	28	7	7	62%	+7 ◇	+10 ◇	+3 ◇
B51 The National Archives motivates me to help it achieve its objectives	21	38	30	8	7	59%	+9 ◇	+9 ◇	+3 ◇

### 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 National Archives will take action on the results from this survey	9	42	27	15	8	51%	+3	0	-9 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	7	26	45	13	8	33%	+8 ◇	-5 ◇	-11 ◇

Returns : 392

Response rate : 78%

Civil Service People Survey 2019

## 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 CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	43	49	5			93%	+1	+4 ◇	+2 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	29	53	10	6		82%	+4 ◇	+9 ◇	+5 ◇
B56 In The National Archives, people are encouraged to speak up when they identify a serious policy or delivery risk	21	50	19	7		72%	+7 ◇	+2	-3 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	19	48	22	9		67%	+2	0	-3 ◇
B58 The National Archives is committed to creating a diverse and inclusive workplace	26	54	16			80%	+5 ◇	+4 ◇	0

### 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'	12	39	19	24	6	51%	+11 ◇	-7 ◇	-18 ◇

### 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^	27	45	23			71%	New	+5 ◇	-1

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

## All questions by theme

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

### 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?	15	23	48	14	62%	+2	-6 ◇	-9 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	47	21	68%	+3 ◇	-3 ◇	-6 ◇
W03 Overall, how happy did you feel yesterday?	18	26	36	20	56%	-2	-6 ◇	-8 ◇

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?	16	24	19	40	40%	+3	+8 ◇	+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 CS2019
I want to leave The National Archives as soon as possible		6%	-2	-2
I want to leave The National Archives within the next 12 months		14%	-2	-1
I want to stay working for The National Archives for at least the next year		43%	+5	+10 ◇
I want to stay working for The National Archives for at least the next three years		37%	-2	-7 ◇

### 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?		8	92%	-1	0	-3 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		36	64%	0	-2	-8 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in The National Archives it would be investigated properly?		17	83%	+5 ◇	+11 ◇	+7 ◇

## All questions by theme

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

### Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		5%	-1	-6
No		88%	+3 ↗	+6 ↗
Prefer not to say		8%	-2 ↗	0

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

For respondents who selected 'Yes' to E01.

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

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

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

## All questions by theme

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

### Bullying and harassment

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

			Difference from previous survey	Difference from CS2019
Yes		5%	0	-6
No		88%	+2	+6 ↗
Prefer not to say		6%	-3 ↗	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	--	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	--	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	--	
Treated less favourably to others	--	
Ignored, excluded, marginalised	--	
Undermining or taking credit for my work	--	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	--	
Something else not listed here	--	
Prefer not to say	--	

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

## 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 The National Archives	--
My manager	--
Another senior member of staff in The National Archives	--
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	43%	+4	-8
No	33%	-11	-9
Prefer not to say	24%	+7	+17

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	28%	+12
No	39%	-24
Prefer not to say	33%	+12
The bullying and/or harassment has stopped		
Yes	28%	-10
No	39%	+2
Prefer not to say	33%	+9
The culture in my area allows this kind of behaviour to continue		
Yes	42%	-13
No	42%	+17
Prefer not to say	16%	-3
I felt like I was punished for reporting the incident		
Yes	10%	-8
No	50%	-5
Prefer not to say	40%	+13
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	65%	+4
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

### 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*	7	22	13	38	20	58%	+7 ⚡
LQF2 The people in my team genuinely care about my wellbeing	30	49	17			80%	+1
LQF3 My manager creates a positive atmosphere at work which supports my health and wellbeing	30	45	17	7		75%	+5 ⚡
LQF4 After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 93%		No: 7%			93%	+7 ⚡

### Continuous Learning

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQJ1 I think my current job makes the most of my skills and strengths	19	43	15	18	5	62%	+1
LQJ2 I am learning on a regular basis from working with my colleagues	24	52	13	8		76%	-2
LQJ3 My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	19	37	24	16	5	56%	+1
LQJ4 Investing time in learning and development activities is given priority in my Area/Directorate/Division	16	43	26	11	5	58%	+6 ⚡

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

### Collaboration

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQL1 My team works well together to achieve shared objectives	30	50	11	6		81%	-4 ⚡
LQL2 We regularly review our performance as a team	19	42	21	15		62%	-4 ⚡
LQL3 I believe my team works well with other parts of The National Archives	28	49	18			76%	-1
LQL4 I work with people from different teams or professions to improve the services we deliver	27	49	14	7		76%	-5 ⚡

### Customer Service

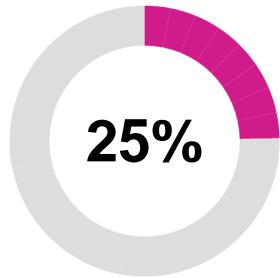
	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQM1 I understand my customers' / service users' needs	32	60	6			92%	+1
LQM2 My Area/Directorate/Division sets goals that are appropriately aligned to customer / service user requirements	20	52	21	6		72%	+3 ⚡
LQM3 In The National Archives, ideas and innovation are increasingly driven by customer / service user experience	19	49	25	6		68%	+13 ⚡
LQM4 I feel supported when faced by unacceptable actions from customers / service users	21	44	31			65%	+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.

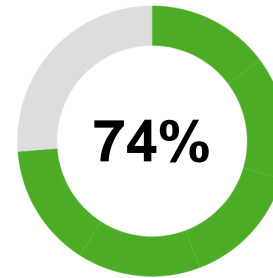
## Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



Difference from previous survey	-1 ◇
Difference from CS2019	-4 ◇
Difference from CS High Performers	-2 ◇



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

### Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.

We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

#### % positive

B05	I have a choice in deciding how I do my work	86%
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	84%
B26	I am treated with respect by the people I work with	89%
B30	I have clear work objectives	79%
B33	I have an acceptable workload	68%
B45	I have the opportunity to contribute my views before decisions are made that affect me	52%
E03	Have you been bullied or harassed at work, in the past 12 months?*	88%

### PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index. A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

#### % positive

B01	I am interested in my work	91%
B03	My work gives me a sense of personal accomplishment	81%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
W01	Overall, how satisfied are you with your life nowadays?	62%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	68%

## 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>)