

Civil Service People Survey 2009

Selected Benchmark Results

Engagement

- 'I am proud when I tell others I am part of [organisation]' 56%
- 'I would recommend [organisation] as a great place to work' 48%
- 'I feel a strong personal attachment to [organisation]' 45%
- '[Organisation] inspires me to do the best in my job' 40%
- '[Organisation] inspires me to help it achieve its objectives' 38%
- **Civil Service Engagement Index 58%**

Managers

- 'My manager helps me to understand how I contribute to [organisation] objectives' 59%
- 'Overall, I have confidence in the decisions made by my manager' 70%
- 'My manager is open to my ideas' 78%
- 'I believe that managers where I work will take action on the results from this survey' 45%

Leadership & Change Management

- 'I believe that [senior managers] in [organisation] will take action on the results from this survey' 37%
- 'I feel [organisation] as a whole is managed well' 40%
- '[Senior managers] in [organisation] are sufficiently visible' 45%
- 'I believe [senior management] has a clear vision for the future of [organisation]' 36%

- 'I feel that change is managed well in [organisation]' 27%
- 'When changes are made in [organisation] they are usually for the better' 25%
- '[Organisation] keeps me informed about matters that affect me' 56%
- 'I have the opportunity to contribute my views before decisions are made that affect me' 34%

Work

- 'I feel valued for the work I do' 62%
- 'I am interested in my work' 90%
- 'I feel involved in decisions that affect my work' 56%
- 'In my job, I am clear what is expected of me' 81%

The organisation

- 'I have a clear understanding of [organisation] purpose' 84%
- 'I have a clear understanding of [organisation] objectives' 78%
- 'I understand how my work contributes to [organisation] objectives' 82%

Source: www.civilservice.gov.uk 96 civil service organisations participated in the survey in Oct/Nov 2009. Figs given are % positive responses – median scores. Engagement Index derived by weighting the 5 engagement response options – 'strongly agree'= 100%; 'agree' 75%; neither agree/disagree 50%; disagree 25%; strongly disagree 0%. See website for further details.

