

Civil Service People Survey - Cabinet Office Benchmark Results

Theme	CSPS Question No.	CSPS Question Text	Cabinet Office 2009 Benchmark Score (% positive)
My Work	B01	I am interested in my work	93%
	B02	I am sufficiently challenged by my work	82%
	B03	My work gives me a sense of personal accomplishment	82%
	B04	I feel involved in decisions that affect my work	66%
	B05	I have a choice in deciding how I do my work	79%
Organisational Objectives & Purpose	B07	I have a clear understanding of the Cabinet Office's purpose	73%
	B08	I have a clear understanding of the Cabinet Office's objectives	67%
	B09	I understand how my work contributes to the Cabinet Office's objectives	73%
Resources & Workload	B06	In my job, I am clear what is expected of me	81%
	B10	I get the information I need to do my job well	70%
	B11	I have clear work objectives	78%
	B25	I have the skills I need to do my job effectively	89%
	B34	I have the tools I need to do my job effectively	71%
	B35	I have an acceptable workload	60%
	B36	I achieve a good balance between my work life and my private life	63%
Line Management	B12	My manager motivates me to be more effective in my job	72%
	B13	My manager is considerate of my life outside work	83%
	B14	My manager is open to my ideas	85%
	B15	My manager helps me to understand how I contribute to the Cabinet Office's objectives	58%
	B16	Overall, I have confidence in the decisions made by my manager	79%
	B17	My manager recognises when I have done my job well	84%
	B18	I receive regular feedback on my performance	66%
	B19	The feedback I receive helps me to improve my performance	66%
	B20	I think that my performance is evaluated fairly	67%
	B21	Poor performance is dealt with effectively in my team	42%
My Team	B22	The people in my team can be relied upon to help when things get difficult in my job	89%
	B23	The people in my team work together to find ways to improve the service we provide	87%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	80%

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Learning & Career Development	B26	I am able to access the right learning and development opportunities when I need to	68%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	52%
	B28	There are opportunities for me to develop my career in the Cabinet Office	46%
	B29	Learning and development activities I have completed while working for the Cabinet Office are helping me to develop my career	49%
Inclusion & Fair Treatment	B30	I am treated fairly at work	85%
	B31	I am treated with respect by the people I work with	89%
	B32	I feel valued for the work I do	73%
	B33	I think that the Cabinet Office respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	74%
Pay & Benefits	B37	I feel that my pay adequately reflects my performance	46%
	B38	I am satisfied with the total benefits package	50%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	36%
Leadership & Change Management	B40	I feel the Cabinet Office as a whole is managed well	41%
	B41	Senior civil servants in the Cabinet Office are sufficiently visible	50%
	B42	I believe the actions of senior civil servants are consistent with the Cabinet Office's values	40%
	B43	I believe the board has a clear vision for the future of the Cabinet Office	28%
	B44	Overall, I have confidence in the decisions made by the Cabinet Office's senior civil servants.	39%
	B45	I feel that change is managed well in the Cabinet Office	23%
	B46	When changes are made in the Cabinet Office they are usually for the better	22%
	B47	The Cabinet Office keeps me informed about matters that affect me	61%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	38%
	B49	I think it is safe to challenge the way things are done in the Cabinet Office	47%

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Engagement	B50	I am proud when I tell others I am part of the Cabinet Office	74%
	B51	I would recommend the Cabinet Office as a great place to work	57%
	B52	I feel a strong personal attachment to the Cabinet Office	45%
	B53	The Cabinet Office inspires me to do the best in my job	49%
	B54	The Cabinet Office motivates me to help it achieve its objectives	43%
Taking Action	B55	I believe that senior civil servants in the Cabinet Office will take action on the results from this survey	49%
	B56	I believe that managers where I work will take action on the results from this survey	67%
Data Security	C01	I know where to go to find out about how to handle personal and sensitive information	87%
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	93%
Plans for the Future	C03	Which of the following statements most reflects your current thoughts about working for the Cabinet Office?	
	"	<i>I want to leave the Cabinet Office as soon as possible</i>	6%
	"	<i>I want to leave the Cabinet Office within the next 12 months</i>	24%
	"	<i>I want to stay working for the Cabinet Office for at least the next year</i>	39%
	"	<i>I want to stay working for the Cabinet Office for at least the next three years</i>	30%
Civil Service Code	C04	Are you aware of the Civil Service Code?	93%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	55%
	C06	Are you confident that if you raised a concern under the Civil Service Code in the Cabinet Office it would be investigated properly?	70%
Cabinet Office Engagement Index		62% ¹	

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Discrimination, Harassment & Bullying	C07	During the past 12 months, have you personally experienced discrimination at work?	7%
	IF YES AT C07 THEN:		
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months?	
	"	<i>Age</i>	20%
	"	<i>Disability</i>	0%
	"	<i>Ethnic Background</i>	7%
	"	<i>Gender</i>	13%
	"	<i>Gender Reassignment or perceived gender</i>	0%
	"	<i>Religion or belief</i>	0%
	"	<i>Sexual Orientation</i>	0%
	"	<i>Any other grounds</i>	60%
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	7%
	IF YES AT C09 THEN:		
	C10	Who were you bullied or harassed by at work in the past 12 months?	
	"	<i>A colleague</i>	11%
	"	<i>Your manager</i>	30%
	"	<i>Another manager in your part of [organisation]</i>	17%
	"	<i>Someone you manage</i>	0%
	"	<i>Someone who works for another part of [organisation]</i>	11%
	"	<i>A member of the public</i>	0%
"	<i>Someone else</i>	16%	
"	<i>Prefer not to say</i>	15%	

¹ The Engagement Index is not the average percentage positive score for the five engagement questions. Each of the five response options is given a weighting where **strongly agree** equals 100%, **agree** – 75%, **neither agree/ disagree** – 50%, **disagree** – 25% and **strongly disagree** – 0%